Community Agency for Senior Citizens, Inc.
120 Stuyvesant Place, Suite 409
Staten Island, NY 10301
Tel: 718-981-6226
www.cascsiny.org

Deputy Director of Compliance & Operations

The Deputy Director of Compliance & Operations provides oversight of the Case Management, Friendly Visiting, and Caregiver Services programs, working closely with the Chief Program Officer to ensure effective program implementation, compliance, and operational consistency. The role supervises the Case Management and Caregiver Services Program Directors, supporting high-quality service delivery, staff performance, and workflow efficiency across both programs. In partnership with the Fiscal Department, the Deputy Director monitors budgetary performance and ensures fiscal accountability across assigned programs. This position also ensures adherence to regulatory requirements, contractual obligations, and agency standards while supporting additional programs and initiatives as assigned.

Organizational Values: The Community Agency for Senior Citizens (CASC) assists Staten Islanders age 60 and older to live as independently as possible in the community. This is accomplished by working together with older adults, respecting their right to make decisions for themselves, honoring their life experiences and heritage, and recognizing the importance of friends, relatives and community in creating supportive environments for people as they age.

Position Qualifications

- Master's Degree required, including one of the following or an equivalent master's- level field:
- Social Work (*preferred* LMSW or LCSW)
- Human services
- Social Services
- Public Administration
- Public Health
- 3+ years of experience in program management, supervision, or leadership with social services, aging services, caregiver support programs, or related fields preferred.
- Strong knowledge of caregiver needs, support models and community-based service delivery.
- Demonstrated ability to lead teams, train and mentor staff and volunteers, manage compliance, and implement best practices.
- Excellent communication, documentation, and organizational skills.
- Ability to work collaboratively across internal programs and community partners.
- Fluent in a second language (*preferred*)

Requisite Skills and Capabilities:

- Operational and Compliance Oversight: Ensures programs consistently meet all regulatory requirements, agency policies, and contractual obligations within required timeframes, with a focus on system-wide accountability and quality assurance.

- Leadership: Demonstrates ability to supervise and develop senior-level staff, including Program Directors, by identifying strengths and growth areas, providing strategic guidance, and leading teams effectively through high-pressure or crisis situations.
- Team Leader: Builds and sustains a collaborative, mission-driven culture across programs, aligning staff efforts with organizational goals and fostering accountability, communication, and shared outcomes.
- Diversity, Equity, and Inclusion Leadership: Demonstrates ability to lead culturally responsive programs and guide staff in effectively serving individuals from diverse linguistic, cultural, and socioeconomic backgrounds.
- Self-directed leader with the ability to manage multiple complex priorities, make sound decisions under pressure, and maintain operational effectiveness across programs.
- Analytic: reviews options and considers implications prior to making decisions, develops systematic and logical procedures, presents clear and logical solutions
- Ability to represent CASC at internal meetings and community events, including presentations, committees, coalitions and meetings with key stakeholders
- Creative problem-solving during crisis situations to motivate team members and contribute to Continuous Quality Improvement Efforts

Responsibilities:

- Reports to the Chief Program Officer and collaborates to ensure effective and efficient operations of the Case Management (including FVP) and Caregiver Services programs.
- Partners with the Chief Program Officer to develop, implement, and monitor program policies, procedures, and operational standards across Case Management and Caregiver Services.
- Provides leadership and supervision to the Case Management, Caregiver Services Program Directors and FVP Coordinator, with responsibility for interim oversight of additional programs as assigned.
- Ensures compliance with regulatory requirements, contractual obligations, caseload standards, Program Standards, agency policies, and best practices across Case Management and Caregiver Services programs.
- Oversees program operations through the Program Directors, ensuring consistent service delivery, workflow efficiency, compliance, and staff performance across Case Management and Caregiver Services.
- Actively lead and oversee the program in the Directors' absence.
- In partnership with the Fiscal Department, provides financial oversight for Case Management and Caregiver Services programs, ensuring effective budget management, fiscal compliance, and resolution of variances through Program Directors.
- Maintains expert knowledge of applicable NYC Aging standards and regulatory updates, ensuring implementation across Case Management and Caregiver Services programs.
- Represents CASC at community events, committees, and coalitions as needed.
- Provides cross-functional support to agency programs and initiatives as assigned by the Chief Program Officer.
- Performs additional duties and responsibilities as required to support program operations.

Supervision and Education:

- Directly Supervised by Chief Program Officer
- Provide direct supervision, support, and coaching to Case Management and Caregiver Services Program Directors and Friendly Visiting Coordinator.
- Provides leadership and supervision to the Case Management and Caregiver Services Program Directors, with responsibility for interim oversight of additional programs as assigned.
- Participate in agency team meetings
- Participate in NYSOFA, NYC Aging and CASC training and education sessions
- Participate in local educational and informational sessions and conferences
- Annual personnel review

Key Results:

- Program performance and quality oversight across Case Management, FVP, and Caregiver Services through Program Directors
- Regulatory, contractual, and agency compliance across all assigned programs
- Operational efficiency, workflow improvement, and service delivery consistency
- Effective implementation of NYC Aging and CASC procedures and guidelines
- Budget oversight in partnership with Fiscal, ensuring financial accountability and variance management
- Continuous quality improvement and resolution of operational issues

Salary and Benefits:

- Full-time, non-union
- Health benefits (Medical, Dental, Vision)
- Generous PTO
- Pension Plan
- Supportive, growth-focused workplace
- Meaningful work serving older adults while empowering families and caregivers
- Compensation: $100,000-$105,000
- Hybrid work options available post-training, subject to program needs and staffing coverage.

Email Cover Letter and Resume to:
jobs@cascsiny.org