

# UNION SETTLEMENT

## EMPLOYMENT OPPORTUNITY

**Position:** NORC Director  
**Department:** Senior Services  
**Reports to:** Director of Senior Services  
**Hours:** Full-Time  
**FLSA:** Exempt

### **Position Summary:**

The NORC Director is responsible for planning, implementation, and supervision of all aspects of the Union Settlement NORC at Franklin Plaza.

### **Responsibilities:**

- Manage the day-to-day operations of the office and all activities run by the NORC.
- Hire and provide direct supervision to a multi-disciplinary NORC staff team and social work interns.
- Recruit, train, and supervise or oversee the training and supervision of volunteers.
- Train, supervise, and support the NORC staff in the use of client assessment tools, and the creation and implementation of service plans for case management, including the keeping of electronic and paper client files, referrals to outside agencies, and counseling techniques.
- Monitor the NORC budget and authorize expenditures within parameters of budget.
- Staff the NORC Senior Advisory Council and obtain feedback from them on designated matters.
- Convene the NORC Partners Board quarterly. Keep NORC Partners informed about key matters related to the NORC. Obtain feedback from and work collaboratively with Partners on program goals and initiatives.
- Work collaboratively with DFTA and with other NORCs.
- Develop and implement strategies to reach out to potential NORC members.
- Oversee the initial registration process, including intake, needs assessment, and health indicator surveys.
- Develop, implement and administer a wide variety of new, cutting-edge, and evidence-based health promotion programs, as well as educational and recreational programs to benefit NORC participants.
- Conduct sustained community outreach and marketing, raising awareness of the NORC program to potential community partners who might provide services to NORC members and/or develop collaborative activities and initiatives.
- Work collaboratively with other Senior Services programs and other Union Settlement departments as indicated.

- Additional duties as assigned by the Director of Senior Services.

**Qualifications:**

- LMSW and at minimum 5 years' experience, preferably with seniors.
- Excellent leadership and interpersonal skills.
- Excellent organizational skills.
- Demonstrated experience with interdisciplinary team building.
- Demonstrated casework experience, preferably with seniors.
- Experience with volunteer recruitment and management.
- Demonstrated experience in community organizing and managing community relations.
- Excellent verbal and writing skills.
- Excellent computer skills.
- Demonstrated ability to perform multiple tasks effectively in a fast-paced, challenging, and constantly changing environment.
- Demonstrated understanding of the challenges facing aging populations.
- An innovative and patient professional dedicated to serving aging populations.
- Knowledge of East Harlem community a plus.
- Previous experience within a NORC a plus.
- Bilingual (English/Spanish or English/Chinese) a plus.

**To Apply:**

Please send cover letter, resume, salary requirements, and contact information for at least three professional references to:

[Jobs@unionsettlement.org](mailto:Jobs@unionsettlement.org)

Please indicate NORC Director in subject of e-mail.

Submissions without salary requirements will not be considered.

**UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER**