Communications Program Assistant
Older Adult Centers

Lenox Hill Neighborhood House, widely recognized as one of New York’s premier human services providers, is a 127-year-old settlement house that provides an extensive array of effective and integrated services—social, educational, legal, health, housing, mental health, nutritional and fitness—which significantly improve the lives of nearly 16,000 people in need each year, ages 3 to 103, on the East Side of Manhattan. Our clients include older adults, homeless and formerly homeless adults, children and families, recent immigrants, disabled persons, adult learners and more. For more information on Lenox Hill Neighborhood House, please visit lenoxhill.org and check us out on Facebook or Instagram.

Lenox Hill Neighborhood operates two Older Adult Centers, the Center @ Lenox Hill Neighborhood House and the Senior Center at Saint Peter’s Church, serving adults 60 and older from diverse backgrounds and abilities (from the very active to the very frail) residing in New York City. The Center @ Lenox Hill Neighborhood House provides an incredible array of expansive programming that attracts 350 seniors daily while providing a broad range of invaluable public health, case management, fitness and aquatics, health and wellness, arts and culture, education and socialization activities from 8am to 8pm, 365 days per year. The Senior Center at Saint Peter’s Church, the only senior center in East Midtown, attracts 150 seniors daily, serving farm-to-table lunch and offering a full schedule of social, educational, health, and unparalleled arts and cultural offerings 5 days a week.

The Communications Program Assistant will be an integral member of our Older Adult Centers, joining other administrative staff, social workers, program assistants and numerous volunteers who serve our members each day. Reporting to our Director, who oversees our Older Adult Centers, the Communications Program Assistant will have primary responsibility for all community-facing communications and promotional materials, as well as internal communications with other departments and colleagues at Lenox Hill Neighborhood House.

The Communications Program Assistant will:

- Create clear and engaging content for communications and promotional materials such as monthly newsletters, weekly email updates, flyers, special event programs and more
- Capture pictures and videos of our Older Adult Center programs and events for use on various social media platforms and in promotional materials
- Provide key administrative and logistical support and leadership for community events
- Create scripts and train other Older Adult Center staff and volunteers to make outreach phone calls to members
• Coordinate, organize scheduling and collaborate with other Lenox Hill Neighborhood House Departments to ensure clear communication around joint events and projects, internal updates, and more
• Collaborate with other community-based organizations to maximize resources for members
• Interface daily with members, providing excellent customer service, fielding questions and responding to member needs
• Help facilitate day to day operations of our Older Adult Centers and ensure they are conducted in accordance with our high-performance standards and government regulations
• Complete all other responsibilities and duties as assigned by the Director

Qualifications:
The ideal candidate for the Communications Program Assistant thrives in a highly social and busy community setting and is committed to working with older adults to improve their quality of life. The candidate will be compassionate, energetic, highly organized and self-motivated and be creative and thoughtful in their communications with older adults and other community members. The person must be able to communicate effectively, both verbally and in written formats, with a variety of stakeholders and work as part of a collaborative team to complete projects in a fast-paced environment.

The Communications Program Assistant must be willing and able to work a full-time schedule that may include evenings and weekends given our extended hours of operation and the needs of our clients. Bachelor’s degree required. Excellent written communication skills with strong attention to detail, ability to prioritize tasks and meet deadlines, and experience with Microsoft Office and Adobe InDesign. Fluency in Spanish or Chinese is ideal. This is a 1199SEIU union position with competitive salary and a comprehensive benefits package. Please note that we are still assessing our post-pandemic operating capacity and hours of operation are subject to change.

To Apply:
Applicants should send a detailed cover letter, resume, list of references and a minimum of two relevant writing samples to centerposition@lenoxhill.org. Applications will be accepted on a rolling basis until the position is filled. No telephone calls please.

At Lenox Hill Neighborhood House we value respect, integrity, diversity and integrity. We are an equal opportunity employer. Lenox Hill Neighborhood House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law. Lenox Hill Neighborhood House conforms to the spirit as well as to the letter of all applicable laws and regulations. The policy of equal employment opportunity (EEO) and anti-discrimination applies to all aspects of the relationship between Lenox Hill Neighborhood House and its colleagues.
Lenox Hill Neighborhood House is a client-facing and essential community-serving organization. To keep our clients and our colleagues safe, and to comply with various governmental contractual requirements, all new employees must be fully vaccinated against Covid-19 (except where valid medical exemptions apply) and will be required to submit proof prior to the time of onboarding.