

Carter Burden Network Executive Director

Leadership Profile
December 2025





Photo credit: Beatrice Hunt

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Executive Summary

Carter Burden Network seeks a collaborative, experienced and innovative Executive Director to advance the organization as it tackles the increasing needs of a growing client population. Known for its unwavering commitment to its clients, the Carter Burden Network (CBN) has been a trusted resource for older New Yorkers for 54 years. Founded in 1971 by former New York City Council Member Carter Burden, the organization began as a one-person effort serving older adults within a single council district and has since expanded into a network of 11 initiatives across seven locations, supporting approximately 6,500 older adults each year. Throughout its history, CBN has responded to changing needs with creativity and heart, ensuring that older adults experience dignity and belonging. The Executive Director will build upon this legacy to advance this distinguished and trusted institution.

Older adults are one of the fastest-growing populations in the country, and one of the most common concerns they report is a feeling of loneliness. The Executive Director role offers the opportunity to carry forward a mission centered on dignity, engagement and purpose while expanding initiatives that reduce isolation, strengthen health and celebrate the talents of older New Yorkers. This calls for a leader with significant experience in managing a high-performing team, creating new and expanded sources of income, and a record of cultivating and building relationships with partners, supporters and the larger community.

The Executive Director's role

The Executive Director (ED) will drive the Carter Burden Network's future growth at a time of external policy and funding shifts. Reporting to the Board of Directors, the ED is the chief executive, chief fundraiser and ambassador for CBN. The ED's vision and strategy will ensure program excellence. The ED also leads government relations; oversees finance, compliance, operations and talent acquisition; and nurtures a hospitality-forward culture where every participant feels seen and supported. The ED will be supported by a deeply committed Board of Directors and staff who help older adults fulfill their potential. CBN's systems, programs, and partnerships are well established, giving the next leader a strong foundation from which to innovate and grow.

The ED cultivates a trusting relationship with the NYC Department for the Aging (NYC Aging, or DFTA) and its leadership, as NYC Aging is the primary entity addressing and funding public policy and programming for the City's older adults. Success in this role will enhance CBN's partnership with NYC Aging and depends on a deep understanding of their functions. With approximately 60 percent of CBN's budget supported by the City, the new ED will inherit long-standing, high-value relationships that require careful

stewardship to ensure continuity and deepen their impact. To enhance CBN's high-quality results, it will be vital to broaden relationships and revenue sources across governmental, philanthropic and private sector sources.

The Executive Director is expected to work on-site in CBN's New York City office, Monday through Friday.

About the Carter Burden Network

CBN promotes the well-being of adults aged 60 and older through advocacy, arts and culture, health initiatives, and volunteer opportunities. Across its locations and outreach targets, the organization creates an environment of caring, inclusion and curiosity. CBN delivers resources that not only ensure safety and stability but also promote imagination, vitality and meaningful participation.

CBN is the sole provider of elder abuse response services for all of Manhattan. Every 311 report of elder abuse in the borough is referred directly to CBN, making it Manhattan's frontline defender of older adults' rights, and highlighting its expertise in crisis intervention, case management and protective work. CBN also enriches cultural life through the Carter Burden Gallery, recognized in *The New York Times* and international press for showcasing the work of professional artists aged 60 and older. The Gallery serves as a visual extension of CBN's mission, elevating artistic expression of older adults while illuminating challenges such as food insecurity, housing pressures, income instability, health concerns and social isolation.

Rising needs and increased costs, combined with a shrinking safety net, make CBN more essential than ever. Across this interconnected system of elder care, CBN stands out as multifaceted and responsive to older New Yorkers.

New leadership will fuel the spirit of belonging and purpose that defines CBN. Connectedness is reflected in CBN's annual intergenerational Senior Prom, a joyful gathering that brings together older adults and local high school students for music, dancing and celebration while also deepening community engagement and philanthropic support. That sense of welcoming is echoed by clients, with one noting, "The first time I walked in the door, I felt I was at home."

To apply or make a nomination, see the end of this document. To learn more about the Carter Burden Network, visit carterburdennetwork.org or watch [this video](#).

Overview of the Carter Burden Network

CBN's mission is to promote the well-being of adults 60 and older through a continuum of services, including advocacy, arts and culture, health and wellness, and volunteer programs, responsive to individual, family and community needs. CBN exists to support lives that are safe and dignified.

Programs and Reach

As a leader in aging services in NYC, CBN operates four centers and 11 programs that support independence and provide connection. Together, CBN's programs and its Older Adult Centers (Leonard Covello in East Harlem, Lehman Village in NYCHA's Lehman Village Houses, Roosevelt Island, and the Luncheon Club on the Upper East Side) serve a culturally diverse population. The centers are vital resource hubs for meals and programming for 400 members daily and 3,800 members annually.

Additional program pillars include Social Services (benefits/entitlements, case management for homebound adults, elder mistreatment prevention), Arts and Culture (the Making Art Work education program, and the Carter Burden Gallery in Chelsea), and Health and Wellness in strategic partnerships with health systems (workshops, lectures, and exercise supporting fall prevention and chronic-disease management).

Scale and Structure

CBN's operating budget is approximately \$12 million, with 100 staff across multiple sites. CBN has a \$9.7 million endowment and the organization benefits from extensive in-kind support across health care services, education, guest speakers, equipment, supplies and facilities. As much funding as possible goes directly to supporting client needs including meals, transportation and programming. Funding is derived from a blend of contracts with New York City and New York State, foundation and corporate support, individual giving and event-based revenue. Financial reports and annual reports are publicly available on CBN's [website](#).



Photo credit: Beatrice Hunt

Overview of the Position

The Executive Director will shape the Carter Burden Network's future. Reporting to the Board of Directors, the ED sets funding strategy; ensures program excellence and government relations; oversees finance, compliance, operations and talent acquisition; and nurtures a welcoming, hospitality-forward culture. The ED will maintain and strengthen a long-standing relationship with the NYC Department for the Aging and its leadership, as NYC Aging is the City's primary entity addressing policy and services for older adults in New York City.

The ideal candidate will have a record of deep commitment to older adults. The successful candidate brings business acumen, excellent communication and networking skills, sound judgment, and integrity. They will engage diverse partners across government, philanthropy, community organizations and the private sector. They will build relationships, foster a sense of shared purpose, and create connections among all stakeholders. A demonstrated ability to lead within complex environments, strengthen organizational culture, and guide teams toward innovative and equitable solutions is essential.



David Jacobs Photography

Key Responsibilities

Lead the Management Team

Partner with a stable and experienced leadership team and their 100 multi-talented staff. Understand and strengthen management, build staff capacity, and foster collaboration and integration around a set of goals and outcomes.

Fundraising, Communications & Partnerships

Lead a diversified revenue campaign: Strengthen government funding while growing foundation and corporate support, major gifts, planned giving and event-based revenue. Personally cultivate and steward top funders and partners; increase citywide visibility through compelling storytelling and partnerships. With less than 2 percent of private philanthropy going to aging services, the need for savvy and sustainable fundraising is vital.

Board Partnership & Strategic Leadership

Partner with a deeply engaged Board to advance a multiyear strategy with clear achievable goals around quality, equity, growth and fiscal sustainability. Provide timely dashboards and forecasts, oversee staff committees, and champion transparent governance rooted in best practices.

Leverage and strengthen the Young Professionals Council (YPC), committed emerging leaders who raise funds, advocate for CBN's mission, and develop philanthropic and leadership skills. The ED will deepen engagement with this pipeline of future Board talent and harness the YPC as a feeder into Board service.

Program Excellence & Hospitality-Driven Service

Uphold a service-first culture across CBN's Older Adult Centers and program sites so every entry point is a community hub: warmly welcoming, accessible and attentive to feedback. Foster an organizational approach that is mindful of the family and community contexts that surround older adults, prioritizing sensitivity and respect for cultural and individual differences. Ensure excellence in congregate meals, health and wellness, case management, elder abuse prevention, and in CBN's Making Art Work program.

External Relations & Compliance

Enhance trusted relationships with NYC Aging and other NYC/NYS agencies and elected and appointed officials. Oversee proposals, contracts, audits and reporting; ensure compliance and strong performance; and anticipate policy/funding shifts to protect and expand services. Participate in Live-On NY, an NYC member association of aging-services providers that advocates for older adults. Participate in advisory and other community-partner councils to advocate for older adults.

Finance, Operations & Talent

With the Chief Financial Officer, manage budgets, cash flow and reserves, maintaining strong fiscal controls and clean audits. Advance HR, IT and other data systems by introducing user-friendly platforms, improving data analytics, and strengthening secure, efficient operations that support both staff and participants. Use technology to streamline workflows, enhance participant tracking and outcomes, and increase efficiency. Recruit, retain and develop diverse talent while fostering a high-engagement culture grounded in CBN's values.

Opportunities and Challenges

The next Executive Director will lead the Carter Burden Network at a pivotal moment for older adults in New York City. The City's aging population is expanding rapidly, with approximately 22 percent of residents now over the age of 60. Nearly 40 percent of CBN participants live below the poverty level; 60 percent live alone; 34 percent are frail; and 34 percent have at least one disability. Twenty-five percent face language or communication barriers, and recent memory screenings at CBN's Older Adult Centers found that 34 percent of participants showed signs of cognitive concern.

This population is disproportionately impacted by inflation, rising rents, food insecurity and the ongoing effects of the COVID-19 pandemic. Racial and ethnic disparities persist as well: CBN serves a disproportionately diverse older adult population—17% Black, 23% Asian, 27% Hispanic, and 33% White—compared with national figures, where only about 25% of older adults identify as people of color. This underscores CBN's role in reaching communities that have historically faced greater barriers to care, connection, and essential resources.

CBN provides vital social, health, cultural and educational supports that strengthen independence, connection and overall quality of life. The scope and urgency of these needs present both significant challenges and meaningful opportunities for CBN's next ED to advance impact, expand partnerships and deepen organizational resilience and adaptability.

Stepping into leadership after the tenure of a highly respected, long-serving retiring ED offers the advantage of inheriting a stable, well-run organization with a deeply rooted culture. CBN's Board is unified in its support for a new and visionary leader and stands ready to share its deep institutional knowledge with the incoming ED to ensure a smooth transition.

CBN and its Board are seeking an ED who can stay ahead of any potential shifting external policy and social service funding and guide the organization into its next era by expanding program reach, diversifying revenue and advancing operations and technology. This moment invites a blend of continuity and advancement.

Serve a mission with urgent relevance. Older New Yorkers rely on CBN’s centers and in-home support to stay healthy, connected and independent. The ED should amplify CBN’s impact by expanding access, deepening partnerships and elevating CBN’s voice in citywide aging policy.

Grow private philanthropy to complement public support. With an NYC government-funding base of 60 percent, an important goal for the ED is to maintain current and build broader relationships with elected and appointed officials. It is also critical that CBN increase unrestricted revenue by building a broader foundation and corporate pipeline, activating legacy giving, and engaging new individual donors.

Advance hospitality at scale. Codify service standards, feedback loops and service-recovery practices so every site delivers a consistently warm, dignified experience that reflects CBN’s promise to its clients: “We will always go above. You will always belong.”

Invest in people and systems. Strengthen data and reporting for outcomes and compliance, support staff development, and streamline multi-site operations to sustain quality and growth.

Champion arts and creative aging. Leverage the Making Art Work program and the Carter Burden Gallery to reduce isolation, combat ageism, and build partnerships with cultural institutions and professional artists aged 60 and older.



Near-Term Priorities (First 12 - 18 Months)

- Launch a hospitality-standards initiative across centers (greeting, navigating, multilingual access, feedback channels and service recovery).
- Modernize contract and audit readiness (dashboards, documentation, reimbursement cycles).
- Scale high-impact programs (health, arts, elder mistreatment prevention) and strengthen volunteer engagement.
- Formalize NYC partnerships with hospitals/health systems, cultural institutions and community organizations.
- Deliver a multiyear financial plan with reserve targets and a diversified fundraising road map (foundations, corporations, major gifts, legacy).
 - Partner with the Board to clarify fundraising roles, expectations and engagement strategies, including activating the Young Professionals Council.
 - Build a personal portfolio of key donors and prospects for high-touch stewardship.
 - Elevate CBN's visibility and strengthen its case for support through refined messaging and storytelling.
 - Strengthen internal fundraising infrastructure, including CRM use, data quality and development workflows.
 - Identify new or underleveraged funding sources to diversify revenue and pursue multiyear support.
 - Lead and prepare for major fundraising events and annual campaigns, ensuring strong organizational presence.



Photo credit: Beatrice Hunt

Candidate Qualifications

Required:

Driving revenue and amplifying visibility.

Demonstrate success in some, if not all of the following: cultivating major donors and government agencies, stewarding institutional funders, securing new revenue sources, and elevating an organization's visibility through compelling storytelling, media engagement and public speaking. Experience leading events, campaigns and strategic communications initiatives is an advantage.

Minimum 10 years' senior leadership experience in human services or a closely related field.

The ideal candidate brings experience leading an executive team or as a board member for a mission-driven organization, overseeing complex program portfolios, guiding organizational strategy, and directing teams that deliver high-impact community services. Candidates should have a record of decision-making at the executive level and experience with navigating multifaceted operational, financial and stakeholder environments.

Extensive knowledge of, and an active network within, New York City's nonprofit, philanthropic and public sectors and community leadership organizations.

Candidates should have established relationships with city agencies, community-based organizations, funders, elected officials and institutional partners, as well as a deep understanding of New York City's aging-services landscape, funding systems, neighborhood dynamics, and policy environment.



Photo credit: Beatrice Hunt

Demonstrated success managing government grants and contracts, organizational budgets, and multi-disciplinary teams.

Must have experience overseeing multimillion dollar budgets, ensuring compliance with city and state requirements, maximizing public funding streams, and effectively managing professionals across programmatic, administrative and operational functions. A history of implementing strong systems, financial controls and performance metrics is essential.

A deep commitment to a welcoming and culturally responsive practice.

The ED will understand the needs of diverse older adult communities across New York City and be skilled in leading organizations that honor culture, language, identity and lived experience.

Proven ability to build and maintain strong partnerships across sectors.

Successful results working with city agencies, nonprofits, healthcare providers, philanthropic partners and community stakeholders to strengthen services and expand organizational reach is required.

Experience leading organizational change and strengthening internal systems.

The ED will be comfortable evaluating structures, optimizing workflows, and implementing improvements that enhance quality, accountability and efficiency.

Strong people-leadership skills, including the ability to inspire, coach and develop staff at all levels.

A demonstrated competence in building cohesive teams, supporting professional development, and cultivating a positive, mission-centered organizational culture is required.



Photo credit: Beatrice Hunt

Preferred:

Experience advocating for and providing aging services and overseeing diverse staffing models and multisite operations.

This includes direct involvement in program design or delivery for older adults, experience overseeing staffing that includes full-time, part-time, and volunteer staff across multiple sites and the ability to manage geographically dispersed locations with consistent quality and culture.

Advanced degree in business, public administration, health administration, or a related discipline such as gerontology, social work or public health.

Graduate-level training provides added preparation for leading in a complex, regulated environment, managing staff and budgets, understanding health and social service systems, and driving strategic, data-informed decisions that support older adults.

Background in health, behavioral health or social services delivery for older adults. Experience in integrated care or aging-in-place models enhances readiness for CBN's expanding scope.

Familiarity with New York City budgeting, contracting and procurement processes. Understanding municipal systems accelerates effectiveness in managing public funds and compliance requirements.

Experience strengthening organizational visibility.

This includes working with media, public officials and community partners to elevate awareness and broaden CBN's profile across the City.

Success implementing technological solutions that improve operations or client engagement.

Experience advancing digital tools, data systems or access initiatives is especially valuable.

Compensation & Work Environment

CBN offers a competitive compensation and benefits package in the range of \$240,000 to \$270,000 annually, commensurate with experience and scope. The ED is NYC-based with required regular on-site presence across 11 programs in seven Manhattan sites and at some evening or weekend events.



About the Carter Burden Network

Founded in 1971, CBN is a leader in aging services whose welcoming centers and programs support independence, connection, health and creative expression. CBN serves 6,500 NYC older adults annually through 11 programs in seven sites. Older Adult Centers include Leonard Covello (East Harlem), Lehman Village (NYCHA), Roosevelt Island and the Luncheon Club (Upper East Side), serving roughly 400 members daily and 3,800 annually with meals and programming. More than 6,500 individuals are served across all programs. Several social-service and volunteer programs operate with a Manhattan-wide reach, far exceeding the footprint of CBN's seven sites.

Social Services provides assistance with benefits and entitlements, advocacy, supportive counseling, money management, end-of-life planning, referral services and case management for homebound adults from Midtown to Harlem and on Roosevelt Island. The Community Elder Mistreatment & Abuse Prevention Program helps older adults throughout Manhattan live safely and securely, offering assistance ranging from personal support to legal guidance.

Arts & Culture features the Making Art Work (MAW) program — classes in painting, ceramics, printmaking, sewing, quilting, clothing construction, music, dance and more — plus the Carter Burden Gallery (CBG) in Chelsea, uniquely showcasing professional artists aged 60 and older and combating ageism in the art world. Both MAW and the CBG provide individuals with a platform for their art, support in marketing their art, opportunities to network with other artists and assistance in navigating the evolving art scene.

Health & Wellness offers an expanding range of workshops, lectures and exercise classes to support fall prevention, chronic-disease management and long-term wellness. CBN maintains robust relationships with NYC hospitals and academic institutions. The organization encourages individuality, celebrates culture and ensures each voice is heard, delivering on its promise to its clients: “We will always go above. You will always belong.”



Board of Directors:

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Programs:

Older Adult Centers

Carter Burden Network operates four welcoming Older Adult Centers where members gather for meals, social connection, education and recreation. Sites include Leonard Covello in East Harlem, Lehman Village in NYCHA housing, Roosevelt Island and the Luncheon Club on the Upper East Side. These Older Adult Centers serve more than 400 members each day and over 3,500 annually. Centers provide congregate meals, fitness and balance classes, arts workshops, technology support, intergenerational activities, and cultural events. Participants find friendly staff, multilingual access, clear wayfinding and a warm greeting that sets the tone for a hospitality-first experience.

Nutrition and Meals

Restaurant-style service and nutritious meals are a core component of daily programming. Congregate meals are served in community settings that reduce isolation and support food security. Menus follow evidence-based nutrition guidance. Programs include nutrition education and opportunities for members to participate in menu planning and feedback. CBN also provides meal delivery to 100 homebound clients on the Upper East Side.

Social Services

Licensed staff provide benefits and entitlements assistance, case management, advocacy, supportive counseling, money-management education, and help with documents. Services focus on stability, safety and independence. Social workers coordinate with caregivers, family and partner organizations to build individualized plans. Home visits are available for adults who are homebound. Specialized referrals for mental health care, elder justice, meals, home care and legal support are available to individuals. Staff help navigate health coverage, housing concerns and transportation options for an older adult population experiencing an increase in poverty in New York.

Community Elder Mistreatment and Abuse Prevention Program (CEMAPP)

Specialized social work staff supporting older adults with capacity experiencing or at risk of abuse, neglect or financial exploitation. The program offers safety planning, supportive counseling, connection to legal resources, and coordination with law enforcement and protective services when appropriate. Education and outreach services are provided in both English and Spanish to raise awareness and increase referrals. CBN has contracts with NYC Aging for Community Districts 1-11 of Manhattan and Roosevelt Island for this program, and inquiries to the City 311 line for reports of elder abuse are referred to this program.

Health and Wellness

The health and wellness portfolio includes research-based and evidence-informed workshops, lectures, screenings, access to health technology and exercise that support strength, flexibility and balance. Classes address chronic disease self-management and fall prevention. Wellness coaches promote healthy habits, peer support and tracking of personal goals. Research is conducted in collaboration with academic institutions. CBN works with NYC-area hospitals, academic institutions and community partners to deliver high-quality programs with curricula designed to adapt to the changing needs and emerging health concerns of seniors.

Arts and Culture

Making Art Work provides a structured path for creative expression through painting, ceramics, printmaking, sewing, quilting, clothing construction, music and dance. Instruction is delivered by teaching artists who build community while developing skills. Exhibitions and showcases celebrate participant work, reduce isolation, and improve the psychological and physiological conditions of older adults from low- and middle-income backgrounds in New York City.

Carter Burden Gallery

The Gallery in Chelsea highlights the work of professional artists who are 60 and older. The Gallery is the only one of its kind in NYC. It combats ageism in the arts by providing visibility, curatorial support, and a platform for exhibitions and sales. The unique gallery builds partnerships with cultural institutions and engages the public with artist talks and community events. The Gallery has been featured in various local, national and international press, including *The New York Times* and NY1 News.

Volunteer Services

3,500 volunteers support meal services, friendly visiting, creative workshops, technology tutoring and special events. Corporate and community groups participate in service days. Volunteer management includes orientation, training, background checks and appreciation activities that sustain engagement and quality. CBN's familiarity with the aging population, strong ties to the communities it serves and culturally responsive services position CBN to successfully expand and adapt to older adults' growing and changing needs.

Technology and Digital Literacy

There is growing evidence that older adults experience improvements in their cognitive, social and emotional well-being when they use digital technologies. Centers offer device support, small-group classes and one-on-one coaching in computer labs at each of the four centers to increase digital confidence. Participants learn to use smartphones, tablets and laptops. Topics include video calls, online safety, telehealth navigation and city service portals. These digital-literacy services grow increasingly vital as more essential services transition to online platforms.

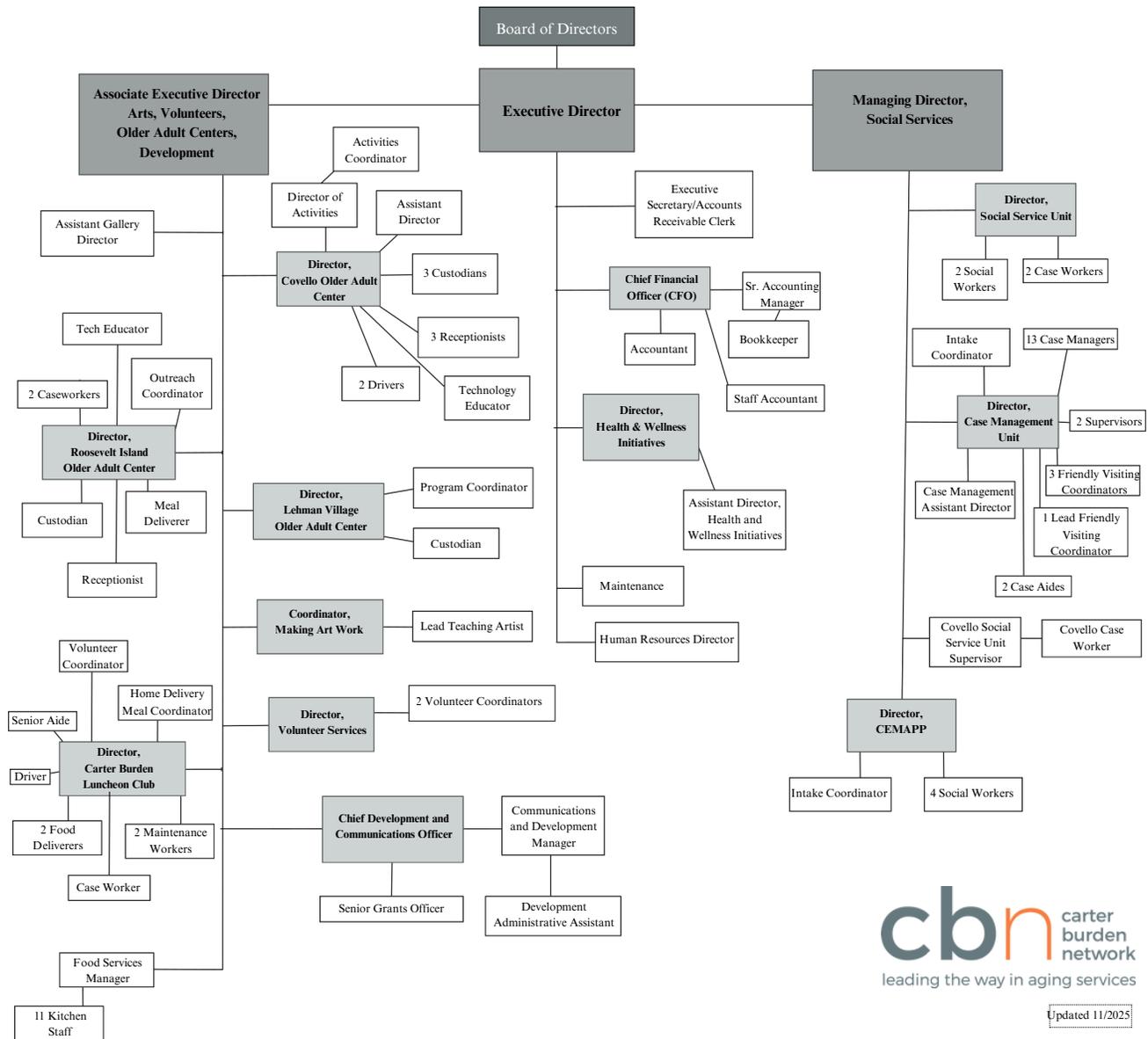
Case-Management Services

Tailored services and comprehensive support for homebound adults aged 60 and over residing on Roosevelt Island and within the Upper East Side. The holistic initiative serves around 1,400 individuals and is available in several languages, including English, Spanish, Mandarin and Cantonese. These specialized services include assistance in financial management, applying for benefits and long-term planning. Additionally, CMS can provide clients with home-delivered meals, home care, caregiver support, and adult day services and programming, all helping clients improve their quality of life while aging in place.



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Carter Burden Network, Inc. Organization Chart



Updated 11/2025

The staff of CBN brings a broad range of talent and expertise, and their diversity reflects the communities they serve.



Procedure for Candidacy



Interested candidates should submit a resume/CV and a tailored letter of interest addressing alignment with CBN's mission and the priorities in this profile. Materials may be sent confidentially to CBN@brettsearch.com.



Carter Burden Network is an inclusive, equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment free from discrimination and harassment. CBN provides equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or any other protected status, and provides reasonable accommodations to qualified individuals with disabilities.

leading the way in aging services



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