



*“Broadway’s Longest running Act of Loving Care”*

**Job Title:** Director of Social Services  
**Supervisor:** Chief Operating Officer  
**Job Status:** Full Time  
**Job Hours:** 35 hours per week  
**Location:** 350A West 49<sup>th</sup> Street  
**Compensation:** Commensurate with Experience

**About Encore:** For over 40 years, Encore Community Services have provided care and services to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of services for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. By nurturing, respecting and enabling, Encore hopes to improve the quality of an older person’s life, in an approach that emanates from the core of Encore’s commitment: a belief that what they do comes from the heart, and the heart is the center of it all.

**About Position:** Encore’s new position, Director of Social Services (DSS), will oversee the day to day management of Encore’s social services department – which will include supervision of case management, case assistance, and a variety of other social service initiatives for the entire organization. The DSS will be responsible for the restructuring and expansion of Encore’s current Social Services Department in an effort to increase Encore’s capacity to provide more comprehensive and integrated services. The DSS will oversee Encore’s residential, homebound and senior center social service teams. Ultimately, the aim for the position is to ensure that existing and new Encore members have access to a “no wrong door approach for support” and to ensure our seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. The DSS will also promote and support, where appropriate, our senior’s success in the workforce, continued education, intergenerational, and other meaningful life activities. The ideal candidate will be a seasoned licensed social worker with credentials to supervise social work interns.

**Job Responsibilities:**

- Manage and supervise the Social Services Department. This includes supervising at least one social service supervisor at our supportive residence, a program coordinator at our affordable housing residence, and a team of case workers across the agency (including at our senior center and home delivered meal/friendly visiting program);
- Oversee the administration and supervision of all agency social service programs, including on-site rehabilitation services to eligible residents.
- Create, with support from the finance team, an annual department budget and manage the budget; track day-to-day expenses; make department budget projections; and manage expenses to ensure there is no over or under-spending;
- Partner with the senior center’s Director of Programs in developing and overseeing innovative and relevant program services that will help Encore clients achieve a variety of goals. These initiatives may include money management, continuing education, workforce development, and other personal development resources.
- Manage relationships with program funders, including government program officers, private foundation representatives, and other stakeholders;
- Coordinate and plan with the Building Manager, and other operational staff in the development of care for the residents and senior center clients;
- Responsible to provide job training, professional development, individualized supervision and evaluation to program staff and social work interns.



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- Assist with the development of service plans to facilitate rehabilitation, mainstreaming individuals into the community, enhancing socialization, daily living skills and overall adjustment the environment;
- Schedule and organize clinical and utilization review meetings;
- Oversee flexible staff hours for annual leave/ holidays to ensure quality care and coverage for all residents, senior center and home delivered clients;
- Ensure all case management reports and logs pertaining to clients' daily activities are accurate and documented appropriately;
- Oversee programs and activities to enhance the residents' and senior center members' self-sufficiency, to build a sense of community;
- Maintain and ensure adequate and timely documentation, client records and other data;
- Manage and coordinate activities of on-site psychiatric provider and other professional consultants;
- Develop and facilitate appropriate support groups for clients;
- Provide direct services to clients as needed, including assessment, counseling, case management and referral to resources;
- Ensure quality and compliance with clinical best practices and all relevant government requirements; Work collaboratively with staff from all departments to ensure quality service delivery
- Represent Encore Community Services at all provider meetings and other external community or mental health gatherings.
- Complete and submits relevant reports and statistics in a timely fashion;
- Monitor, assess, mitigate, and resolve issues which both directly and indirectly impact the quality of service and professional standards
- Develop, implement, and monitor efficient program policies and procedures utilizing best practices processes
- Other responsibilities as assigned by Chief Operating Officer and/or Executive Director

**Job Qualifications:**

- LMSW required and SIFI training strongly preferred.
- Five years of social service experience required.
- Five years of supervisory experience required.
- Experience with mentally ill, formerly homeless people preferred.
- Prior DHS, DFTA, DHMH, DYCD experience is highly preferred.
- Excellent written, verbal and computer skills.
- Familiarity with on-line chart record data bases a plus
- Strong interpersonal skills and ability to work as part of a team.
- Experience and strong skills in program development
- Some occasional weekend and evening work will be necessary to effectively lead and supervise the clinical and social services team.

**How to apply:** email **Resume** and **Cover Letter** to [jobs@encorenyc.org](mailto:jobs@encorenyc.org)

In the subject line, please indicate “Director of Social Services”

*Due to the high volume of applicants, only qualified candidates will be contacted.*

*Encore Community Services offers excellent benefits and is an Equal Opportunity Employer/Program*