



239 West 49<sup>th</sup> Str.  
New York, NY 10019  
212-581-2910

**Job Title:** Case Worker  
**Supervisor:** Director of Social Services  
**Job Status:** Full Time  
**Job Hours:** 35 hours per week  
**Location:** 239 West 49<sup>th</sup> Street  
**Compensation:** Competitive with Market Rate

**About Encore:** For over 40 years, Encore Community Services has 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 Case Workers are a vital first line of support for members in need of case assistance and case management. The case worker will be a "primary point person" helping our senior members to navigate a variety of problems typically faced by older New Yorkers. Relations are key to this role. The Case worker will work with both a "cohort based," and walk-in based client model. In collaboration with Encore's dedicated professional staff and under the Supervision of the Director of Social Services, the Case Worker will assist seniors with accessing benefits/entitlements and eligibility for assistance in a range of services, including the completion of service applications; advocate and intervene with other agencies on behalf of clients; compile client information and maintain complete and accurate case records. In addition, the Case Worker is part of a collaborative effort among all Encore staff to provide an atmosphere of hospitality, health and wellness programs along with an array of other activities, and a "no wrong door approach," to all seniors in need.

**Responsibilities:**

- Conduct intakes with seniors to assess needs such as personal, family, finances, employment, food, clothing, housing, and physical and mental impairments and determine the nature and degree of need;
- Provide case assistance to seniors by helping them access information on and/or obtaining services, benefits, entitlements and other areas of concern to older persons (i.e. SNAP, SCRIE, EPIC);
- May be assigned a caseload of clients in need of enjoining case management services; and for this caseload serve as the primary point person and provide advocacy and follow up services;
- Refers seniors to community resources and other organizations and helps

- determine senior's eligibility for financial assistance;
- Facilitate, at least once weekly, an engaging group activity for Members at the Encore Senior Center;
- Maintain and grow Encore's resource guide to ensure that Encore and its members have continuous access to the most up to date information on services and entitlements for Older New Yorkers.
- Provide Information and Referrals to senior member and/or senior non-members via phone or in person, as requested
- Assist in publicizing specific programs through, face to face communication, fliers, and other means of recruitment;
- Encourage and enable socialization among seniors and help create an atmosphere which fosters trust, caring and respect for one another; this includes providing a physical presence during peak programming periods and participating in a range of Encore's program activities;
- Keep accurate worker logs, case notes, and file records of all interactions with seniors;
- Performs miscellaneous job-related duties as assigned
- Coordinate and schedule at least one workshop once a month aimed at educating seniors to various benefits, e.g. EPIC, HEAP, SCRIE, and other Health & Wellness/medical benefits through both government and non-government programs;
- Provide assistance in the End of Life Planning in collaboration with VOLS Legal Clinic, and/ or other resource partners

**Required Qualifications:**

- BA in Social Work or related field of human services
- At least 3 years experience in the field of human services, preferably in the field of aging
- Bi-lingual: Ability to speak, read and write in English and Spanish
- Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems
- Ability to communicate with program participants and related staff
- Ability to coordinate and schedule services for participants
- Demonstrate excellent organization and communication skills
- Good record keeping abilities and proficient in computer/web based programs
- Have a sensitivity and empathy for participants in the programs
- Work well under supervision

**To Apply** email **Resume** and **Cover Letter** to [jobs@encorecommunityservices.org](mailto:jobs@encorecommunityservices.org)  
In the subject line, please indicate "**Case Worker**"