239 West 49th Street
New York, NY. 10019

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

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: The Case Worker will help Encore achieve its mission of improving the life of Older New Yorkers by providing comprehensive and individualized case assistance, case management, health and wellness programs along with an array of other activities. The Case Worker will help Older New Yorkers access benefits/entitlements and eligibility for assistance in a range of services, including the completion of applications as needed; advocate and intervene with other agencies on behalf of clients; compile statistics and maintain complete and accurate case records. In addition, the Case Worker is part of a collaborative effort among all staff directly involved in the service of seniors to provide an atmosphere of hospitality at Encore's Senior Center. The Case Worker must be flexible to assist at Encore 49, our Single Resident Occupancy dwelling and Encore West, Encore's affordable housing residents and at times assist homebound seniors when needed.

Responsibilities:

- Conduct intakes with seniors to assess needs such as personal, family, finances, employment, food, clothing, housing, and physical and mental impairments and determine nature and degree of need;
- Provide case assistance to seniors by assisting with obtaining information on and/or applying for services, benefits, entitlements and other areas of concern to older persons (i.e. SNAP, SCRIE, EPIC);
- Refers seniors to community resources and other organizations and helps determine senior's eligibility for financial assistance;
- Assist in the End of Life Planning in collaboration with Volunteer Legal Clinic;
- After becoming trained, assist seniors with money management using an accredited money management curriculum;
- Be able to establish new connections with other organizations;
- Provide Information and Referrals to senior member and/or senior non-members via phone or in person, as requested;

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- Interact with seniors during breakfast and lunch to determine needs and wellness; this includes walking and assess the meal area when breakfast and lunch times are in session
- Conduct client and volunteer assessments and facilitate matches for Encore's Friendly Visiting Program.
- Conduct follow-up visit with seniors who are provided with friendly visiting services to determine that compatibilities are met and services are delivered
- Assist Encore's Home Delivered Meals Program (HDML): includes packing meals and delivering food to homebound seniors when asked.
- Organize and assist in Encore's Shop and Escort Program: Must escort seniors to doctor appointments and various shopping trips. Can also be asked to shop for seniors.
- Assist the Risk Assessment Specialist: Visit homebound seniors to determine if they are at risk. Help to create a care plan for those at risk.
- Assess seniors at the Senior Center, Encore 49 and Encore West and create an intake in STARS.
- Conduct a 6-month progress reassessment and a year end assessment to measure progress of clients. Update client data in STARS.
- Assist in publicizing specific programs through run-offs and posted related flyers;
- Encourage and enable socialization among seniors and help create an atmosphere which fosters trust, caring and respect for one another.
- Keep accurate worker logs, case notes, and file records of all interactions with seniors; all interactions must be documented in STARS.
- 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.
- Coordinate and facilitate social group activities as needed.
- Facilitate group sessions as needed.
- Attend all trainings, lectures and symposium which help address the needs of the population we serve.
- Attend Fundraising events or participate in fundraising function.
- Performs miscellaneous job-related duties as assigned by Director of Social Services and Director of Programs.

Required Qualifications:

- BA in Social Work or related field of Human Services preferred.
- 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.

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- Must be flexible to work some holidays throughout the calendar year.
- Able to multi-task and work in a fast paced environment and be flexible with alternate daily schedule

To apply email **Resume and Cover Letter** with Salary Requirements to jobs@encorenyc.org with the subject line “Case Worker - Senior Center”.

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation.