Job Title: Case Worker
Supervisor: Director of Social Services
Job Status: Full Time
Job Hours: 35 hours per week
FLSA Status: Non-Exempt
Location: Encore 49: 220 W. 49 Street
Salary: Competitive with City rates

About Us: For over 40 years, Encore Community Services has provided care and services to elderly adults 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 Workers at Encore 49 provide case management and rehabilitative mental health services, namely in the areas of hygiene, activities of daily living, financial management, social functioning, health care and self-sufficiency, to identified residents of Encore’s supportive housing program. The ultimate aim of the program is to prevent recidivism of hospitalization and/ or homelessness and improve tenant’s quality of life.

Responsibilities:
- Provide individual case management to evaluate client level of function in a variety of settings.
- Provide assessment, and at times companionship, for Encore 49 residents in a variety of settings, including in offices, in resident rooms, on neighborhood outings, at doctor’s offices, at Encore’s Senior Center and other NYC neighborhood locations.
- Perform crisis intervention, when needed.
- Conduct at least one room inspection per week for each client on the case load, wellness checks, and deliver client mail if necessary
- Assist in the coordination and/ or guidance of clients regarding their money management, medication and personal/ environmental hygiene.
- Coordinate services with the Senior Center, Meals on Wheels, Adult Day Treatment Programs, family members, medical facilities, home care agencies, entitlement systems and all other service providers involved with or required by clients. This includes advocacy when needed and/ or visiting hospitalized clients and clients in nursing homes.
- Assist with Shop and Escort Services, this includes escorting client to appointments, or, at times, shopping for tenants.
- Escort clients to and from hospital visits. This include 911 calls where clients are taken to hospital or nursing homes. Conduct follow-up visits with clients who are hospitalized or in a nursing home until the clients are discharged or placed in other long-term treatment facility.
- When necessary, escort clients with HHA to meet the needs of the client.
- Maintain all required client charts and case records as mandated by funding sources (DHS and DHMH) or agency administrator, in an orderly and up-to-date manner.
- Assure that all charts and AWARDS notes are in compliance with DHS and DHMH.
- Conduct individual and group services for the purpose of enhancing socialization skills and self-awareness.
• Assist in the planning and execution of recreational/ educational activities, such as birthday parties, bingo, trips, etc.
• Actively participate in the interdisciplinary team approach at Encore 49, including communicating with the Director of Social Services, Building Manager, consulting Psychiatrist, medical doctors, caseworkers, visiting nurse, home health aides, administrative assistance, interns and volunteers.
• In times of great need, assist with Encore’s Home Delivered Meals Program; including assisting with the delivery of meals in the Neighborhood of Encore 49.
• Participate in staff meetings and supervisory sessions with Director of Social Services and Supervisor of Social Services.
• Provide on-site staff coverage on a rotating basis on Saturday, Sunday and holidays.
• Perform related duties as assigned by Director and Supervisor of Social Services. Such activities may include assisting with programmatic needs, client care and emergency assistance.
• Represent Encore Community Services at community, geriatric, mental health, governmental service and/ or health care collations.

Qualifications:
• Two years’ experience and BA in related social service field.
• Proven experience with the senior homelessness, and/ or homeless populations.
• Strong clinical skills.
• Strong administrative skills.
• Exceptional oral and written capabilities.
• Ability to multitask and handle assignments as needed.
• Demonstrate excellent organization and communication skills.
• Good record keeping abilities and proficient in computer/web based programs.
• Knowledge in AWARDS database a plus.
• Have a sensitivity and empathy for participants in the programs.
• Work well under supervision.
• Must be able to work a flexible schedule of either Saturday-Wednesday or Sunday-Thursday.
• Bilingual a plus.

To Apply email Resume and Cover Letter with Salary Requirements to jobs@encorenyc.org with the subject line “Case Worker – Encore 49 Res.”.

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.