239 West 49th Street
New York, NY. 10019

Job Title: Supervisor of Social Services
Supervisor: Director of Social Services
Job Hours: 35+ Hours per week / flexible schedule required
FLSA Status: Non-Exempt
Location: Encore 49- 220 W. 49th Street

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: The Supervisor of Social Services is the Department's deputy leader with the primary responsibility of providing supportive, educational, and administrative supervision to the social service staff of Encore 49 Residence, which is a supportive single residence occupancy (SRO) building. S/he will assist the Director of Social Services with all supervisory duties and serve as a liaison between staff, residents and the Director. In addition to serving as the primary supervisor for the social service staff at the SRO, the Supervisor of Social Services will provide leadership and role modeling for social service staff throughout the organization and will assist the Director of Social Services at the Encore Senior Center and other locations when necessary.

Duties and Responsibilities:

- Supervises and supports the Encore 49's SRO social service staff in delivering and documenting direct services to residents via individual supervision sessions, case conferences and new staff/in-house trainings;
- Support staff at the Encore Senior Center and Encore 49 by being a role model in service provision, observing and coaching performance, and offering direct services when necessary;
- Facilitate team meetings that are goal oriented and build a sense of comradery and Team spirit;
- Support program integration between Encore 49, Encore Senior Center, and Encore West;
- Oversee and monitor caseloads and data entry/ case notes for the department;
- Oversee recreational components of Encore 49 programs;
- Ensures that staff fulfills routine duties as well as special assignments; provides feedback to staff;
- Collaborate with visiting Psychiatrist, Podiatrist and General Practitioner;
- Works with Encore's Controller and COO to ensure proper controls are being adhered to for Client's custodial funds (the resident money management program);
- Supervise HHA and confer with case workers to assure that HHA are meeting the client's needs;
- Performs quality improvement review (including in-house audits) to ensure that client records are "audit-ready" at all times and comply with standards set forth by program funding sources;
- Conducts client assessment and crisis intervention;
- Participates in intake process, including selecting and screening residents;
- Serves as liaison for on-site resources for clients;
- Serves as program representative for off-site resources; develops relationships within the community to strengthen links with off-site resources;

- Serves as point of contact for clients;
- May carry caseload during staff absences;
- Stands in for the Director of Social Services during absences;
- Represents Encore Community Services' mission and values at all times;
- Handles other job-related duties as assigned by the Director of Social Services;

Required Qualifications:

- MSW required, LCSW preferred.
- Minimum of 3-5 years in social service field with supervisory experience
- Experience working with people with a history of substance abuse, people with HIV, formerly homeless people and individuals with mental illness
- Effective leadership and supervision/management skills.
- Strong clinical skills and administrative skills.
- Strong administrative skills
- Exceptional oral and written capabilities.
- Ability to handle multiple tasks and assignments at once
- Flexible, available to work some holidays and weekends.
- Proficient in Microsoft Office, Foothold- AWARDS
- Bilingual a plus.

To Apply email **Resume and Cover Letter with Salary Requirements** to jobs@encorenyc.org with the subject line "Supervisor of Social Services".

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.