



239 West 49th Street
New York, NY 10019
212-581-2910

Job Title: Senior Director of Programs
Supervisor: Executive Director
Job Status: Full Time, Nonexempt
Job Location: Midtown West, various program sites
Compensation: Competitive

About Encore

For over 40 years, Encore Community Services has provided care 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 programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure 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. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director the organization is working to build off of a rich history to deepen its services and scale the work of *giving back* to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community. To this end, a major initiative is the refinement and expansion of the organization’s social services and program activities department.

About Position

Encore’s Senior Director of Programs is a new position and will report directly to the Executive Director. The Senior Director will be a member of the Executive Team and oversee a budget of at least \$2M. The Senior Director will have seven direct reports across three buildings including a Senior Center and two residences. The Senior Director will have opportunity to restructure so the department reflects the evolving needs of a growing and diverse population. This is an opportunity to be part of a high caliber team at the forefront of innovating the way senior services are provided. Located right in the heart of Manhattan in the Theater District, the Senior Director will not only have the opportunity to shape a department internally, but also bridge partnerships and resources between Encore and a robust network of community stakeholders in order to create a more comprehensive and integrated service model.

Job Responsibilities

- Oversee the day-to-day management of Encore’s social services department and program activities. This includes supervision of case management, case assistance, resident support, friendly visiting, shop/escort services, access to benefits/entitlements, clinical partnerships, recreational, educational, and a variety of other activities. These programs occur at Encore’s Senior Center(s), residential buildings, and in the homes of “homebound” older New Yorkers.
- Oversee a variety of support services, including money management for qualified clients, care coordination, end of life planning; and, facilitate access to a wide-range of community resources;
- Coordinate and plan with facilities and other operational staff to ensure the physical environment of Encore’s residences and senior center are conducive for programs and the care of residents;
- Promote and support, where appropriate, our senior’s success in the workforce, continued education, intergenerational, and other meaningful life activities; and, develop programs aimed to achieve these goals;
- Oversee job training, professional development, individualized supervision and evaluation of program staff, interns, and volunteers.
- Ensure quality and compliance with clinical best practices and all relevant government requirements including but not limited to data compliance, HIPPA regulations, and all other regulatory expectations for Encore’s



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programs.

- Work collaboratively with staff from all departments to ensure quality service delivery and ensure all programs are on target to achieve service targets, outcomes, and other organizational goals;
- 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;
- Manage relationships with program funders, including government program officers, private foundation representatives, board members, and other stakeholders;
- Represent Encore Community Services at board meetings, provider meetings and external community gatherings;
- Other responsibilities as assigned by the Executive Director

Required Qualifications

- At least seven years of professional work experience, five of which in leadership roles managing /supervising high performing teams in a dynamic, fast paced, and high stakes human service environment;
- Excellent written, verbal and computer skills;
- Strong interpersonal skills and ability to work as part of a team;
- Demonstrated experience building teams, facilitating staff and client involvement, and yielding meaningful and quantifiable positive human service outcomes;
- Demonstrated experience and success with program development;
- Ability to have a flexible work schedule and willingness to jump in and “get the work done,” even if that means working occasionally on weekends, evenings, and some traditional holidays.

Strongly Preferred Qualifications

- LCSW or other higher level college degree in a related field;
- SIFI certification;
- Fluency in Spanish;
- Experience running programs that give back to Older People (60 years +);
- Experience with programs that serve “special populations,” including mentally ill, homeless and/or formally homeless, people living with HIV, and other groups with special needs;
- Knowledge of and experience working with NYC agencies such as DHS, DFTA, DHMH, DYCD;
- Familiarity with on-line chart record data bases

How to apply: email **Resume** and **Cover Letter with Salary Requirements** to jobs@encorenyc.org In the subject line, please indicate “Senior Director of Programs”

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