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

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.

About Position: The Director of Residential 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, Encore West which is our affordable Housing Residence and Encore Senior Center. S/he will assist the Senior Director of Programs 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 Director of Residential Services will provide leadership and role modeling for social service staff throughout the organization and will assist the Senior Director of Programs 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;
- Supervise the case workers at our affordable Housing Residence, Encore West- and ensure residents of Encore West have access to a multitude of community resources and referrals;
- 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 Senior Director of Programs during absences;
• Represents Encore Community Services’ mission and values at all times;
• Handles other job-related duties as assigned by the Senior Director of Programs;

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.
• 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 “Director of Residential 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.