



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

Job Title: Assistant Director of Senior Housing Services
Supervisor: Senior Director of Programs
Job Status: Salaried Non-Exempt (Full-Time)
Job Hours: 35+ hours per week / Flexible Schedule Required
Location: Midtown Manhattan
Compensation: Commensurate with experience

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.

Position Summary: The Assistant Director of Senior Housing Services (AD) ensures all of Encore’s supportive housing residents receive the highest quality care and service coordination. The AD will supervise a team of case workers and other residential support staff in providing a comprehensive and trauma informed service model that is in alignment with Encore’s mission. This includes ensuring quality care and planning for the residents, the effective training and supervision of staff, and completing the necessary tracking and reporting requirements. The AD oversees the functions of the program according to regulatory bodies and accreditation requirements. This individual is responsible for the maintenance and implementation of care plans and resources for the purpose of meeting the physical, mental, nutritional, emotional and social needs of residents. The AD works to develop, implement, track, report, and evaluate measurable outcomes, all aimed at improving the quality of life and enabling Residents to comfortably age in place for as long as possible.

Responsibilities:

- Represent Encore Community Services’ mission and values at all times.
- Ability to respectfully and professionally serve individuals from diverse backgrounds, cultures, ideologies, and religions.
- Ability to work and thrive within a diverse, multicultural team environment.
- Oversee all aspects of the operations our supportive housing residences - including but not limited to case management, operations, service delivery, compliance to contracts, key performance indicators (individual and group sessions, service planning, discharge planning, case management, recreational activities, etc.).
- Provide leadership, guidance direction, and supervision to staff to ensure accurate and timely completion of deliverables targets and benchmarks.
- Interview, hire, supervise, and train program personnel.
- Conduct and document one-on-one supervision of direct reporting staff to monitor, support, and improve work performance.
- Conduct performance evaluations and staff disciplinary actions as necessary.
- Manage a program budget, ensure proper spending, and propose budget modifications as necessary.

- Develop program content to address clients' needs related to stages of change, motivational interviewing and trauma informed care.
- Ensure and maintain that all services are in compliance with regulatory agency standards.
- Understand all aspects of contract and licensing requirements and effectively communicate this understanding to staff.
- Responsible for the overall administration of the site including procurement of equipment and supplies.
- Plan and organize activities that are in alignment with contract goals and that appeal to the needs and interests of residents.
- Facilitate interdepartmental communication and conduct regular staff/departmental meetings.
- Set realistic weekly and monthly performance goals in accordance with contract requirements.
- Ensure accurate and timely reporting and statistical information for both ECS management, funders and regulatory agencies.
- Review the analysis of program and demographic client data weekly, monthly and quarterly to make programmatic improvements.
- Liaise with vendors and/or sub-contractors to ensure appropriate service deliveries and quality;
- Build and maintain relationships with community partners in order to enhance service options for residents.
- Conduct regular internal file audits and implement Quality Assurance measures. Programs must be "audit-ready" at all times and comply with standards set forth by program and funder.
- Develop and implement crisis prevention and/or intervention strategies to ensure a safe and secure environment.
- Troubleshoot client and direct reporting staff program problems, and make decisions in accordance with programs policies, procedures, and protocols.
- Provide leadership and follow-up regards to critical incidents with clients.
- Report all incidents that may subject ECS to liability to the Senior Director of Programs.
- Review and sign all timesheets in a timely fashion.
- May be asked to conduct peer review audits, and peer trainings on occasion.
- Collaborate with visiting Psychiatrist, Podiatrist, General Practitioner, Home Health Aids, and other contracted clinicians.
- 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).
- Liaise with the Home Health Aid Agency, provide day-to-day task management and confer with case workers to assure that HHAs are meeting the client's needs.
- Serve as program representative for off-site resources and develops relationships within the community to strengthen links with off-site resources.
- Handles other job-related duties as assigned by the Senior Director of Programs.

Required Qualifications:

- Genuine desire to help/assist others and lead with empathy, patience and equity.
- Bachelor's Degree in Human Services, Social Work, or Gerontology Knowledge of health systems, including care coordination. Master Degree preferred.
- At least 3-5 years' experience in the field of human services, preferably in the field of Gerontology
- (2) Years of supervisory experience including intergenerational supervision.
- Experience facilitating groups and providing services.
- Knowledge and understanding of cultural competency practices, trauma informed care, community and social impact models.
- Demonstrated experience with developing and managing external collaborative relationships.
- Experience with training and staff development.
- Knowledge of community resources/programs meeting cultural and linguistic needs.
- Tasks may be modified and may require overtime and occasional weekends and evenings.



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- Demonstrated experience with regulation monitoring and a track record of meeting compliance standards;
- Experience with data collection and reporting
- Proficient in all Microsoft Office Applications
- Ability to communicate with a diverse range of program participants, staff members and community partners
- Works well under supervision
- Experience working with people with a history of substance abuse, people with HIV, formerly homeless people and individuals with mental illness
- Strong service coordination and administrative skills
- Exceptional oral and written capabilities
- Must be able to manage multiple tasks and assignments at once
- Ability to respectfully and professionally serve individuals hailing from diverse backgrounds, cultures, ideologies, and religions and work and thrive within a diverse, multicultural team environment
- Flexible, must be available to work some holidays and weekends

Preferred Qualifications:

- Bi-lingual; ability to speak, read and write in another language other than English.
- Preferred: NYS licensed professional in the field of behavioral health (LCSW, LMSW, LMHC, PhD, PsyD);
- Proficient in Foothold- AWARDS, STARS, TSMaven

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

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. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.