



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

Job Title: Residential Case Manager
Program: Encore 49 Residence
Supervisor: Assistant Director of Senior Housing Services
Job Status: Full Time/ Non-Exempt
Job Hours: 35 hours per week
Location: Midtown - Manhattan
Compensation: Competitive with Market Rate

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. Encore 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 ultimate aim of the program is to prevent recidivism of hospitalization and/ or homelessness and improve quality of life for older New Yorkers. The Case Manager at Encore 49 provides case management and rehabilitative services to residents of Encore’s supportive housing program; namely in the areas of hygiene, activities of daily living, financial management, social functioning, health care and self-sufficiency,.

Responsibilities:

- Conduct needs-based and program eligibility assessments, engage in community outreach, provide case management services, milieu management, crisis management and de-escalation and life skills support;
- Connect Residents to income resources and/or public benefits, determine rental amounts, landlord recruitment/mediation, attend meetings/trainings within the community, coordinate care with service providers and multi-disciplinary teams, and accompany participants on appointments as needed;
- Have an expertise on mental health services and may develop specialty areas including housing, legal services, benefits, or others as indicated by the needs of the Residents;
- 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;
- Provide intensive case management for the acute population;
- Ensures Residents regularly engage with services;
- Facilitate the delivery of appropriate services for Residents as indicated by relevant service modalities through an equity lens;
- Demonstrate knowledge of Resident-specific resources, a passion for serving the population, and the ability to contribute to the objectives of a diverse and dynamic team;
- Attend orientations, trainings, education programs, staff meetings, community meetings, conferences and workshops as requested and applicable to meet the needs of the position;
- May provide training and mentorship to team members and community stakeholders regarding best and promising practices;
- Clearly and accurately document all client interactions; along with required eligibility demographics



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- Obtain and maintain Resident vital documentation and disability documentation;
- Ensure timely reporting, documentation and record-keeping within data entry systems and hard copy files in accordance as mandated by funding sources or agency administrator, in an orderly and up-to-date manner;
- Perform duties in a professional manner by maintaining the confidentiality of all information and by participating effectively within and across teams;
- Conduct monthly room inspections for each resident on the caseload, wellness checks, and deliver Resident mail as necessary;
- Maintain physical and emotional safety of all Residents in the building;
- Manage the milieu and address resident conflicts immediately to de-escalate;
- Contact emergency personnel as necessary and accurately and adequately complete reports or documentation;
- 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 Residents;. This includes advocacy when needed and/ or visiting hospitalized residents and those in nursing homes;
- Escort Residents to and from hospital visits. This may include 911 calls where Residents are taken to hospital or nursing homes;
- Conduct follow-up visits with Residents who are hospitalized or in a nursing home until they are discharged or placed in other long-term treatment settings;
- Actively participate in the interdisciplinary team approach at Encore 49, including communicating with the Senior Director of Programs, Assistant Director of Senior Housing Services, Maintenance Staff,, Consulting Psychiatrist, medical doctors, caseworkers, visiting nurses, 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.
- All other duties as assigned by supervisor(s).

Qualifications:

- Sensitivity and empathy for participants in the programs;
- Two years' experience and BA in related social service field;
- Proven experience with the seniors who are formerly homeless, and/ or those with mental health diagnoses;;
- Strong case management and coordination of care;
- Expert written, oral, and interpersonal communication skills;
- High level of competency working with Microsoft Office suite and cloud-based applications;
- Superb time-management and prioritization skills;
- Experience working both independently and in a team-oriented and collaborative environment;
- Excellent organization skills;
- Knowledge in AWARDS database a plus;
- Work well under supervision;
- Work well and take initiative in a fast passed and high intense and ever evolving environment;
- Bilingual a plus.