



“Broadway’s Longest running Act of Loving Care”

Job Title: Deliverer/Driver Substitute
Supervisor: HDML Delivery Coordinator
Job Status: Part-Time, Non-Exempt
Job Hours: 24 hours per week
Location: 239 West 49th Street
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. 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: To carry out all instructions furnished in written, oral and diagram form in delivering meals to homebound elderly in the contracted areas of Manhattan which includes 14th Street - 116th Street and across 5th Avenue and 12th Avenue. Serve as a substitute when a deliverer or driver is not in.

Responsibilities:

- Assist with meal packaging for the homebound clients
- Follow all the procedures necessary to deliver meals in a timely, safe and proper fashion
- Deliver meals to homebound clients, as well as holiday and emergency meals, as necessary
- Mark off route sheets as meals are delivered
- Collect and record client contributions; return safely to Delivery Service Coordinator
- Assist in taking monthly end-of-route meal temperatures
- Deliver program materials and information to the homebound
- Notify Supervisor of any change in client’s status or inability to deliver a meal Face-to-Face
- Move, unpack and store food items and supplies and clean meal carrier bags as required
- Meet with Delivery Service Coordinator at end of routes to provide tally of delivery information
- Be available to work a flexible week between the days of Monday through Saturdays (with an applicable day off) and Holidays and during emergencies, as requested
- Attend all quarterly in-service trainings
- Perform other tasks assigned by the HDML Delivery Coordinator and HDML Program Coordinator

Additional responsibilities when substituting for a driver:

- Carefully load the vehicle for transport
- Transport meals and deliverers to and from various locations and deliver meals
- Ensure the safety of all passengers (seat belts and other safety devices)
- Responsible for pick-up and return of vehicle to designated parking area
- In conjunction with Delivery Coordinator maintain valid inspection/vehicle registration
- Clean vehicle (exterior/interior) as needed and maintain daily mileage log



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- Report vehicle problems to Delivery Coordinator
- Remind all in vehicle: no eating, drinking or smoking in the vehicle
- Maintain gas level (not to fall below ¼ of a tank) and purchase gas as necessary
- Never leave vehicle idling while parked and adhere to all NYC traffic and parking standards
- Never park vehicle in a manner not covered by vehicle’s parking permit

Required Qualifications:

- High school diploma or equivalent.
- Must be able to speak, read and write English; conversational Spanish preferred.
- Must be able to work independently, lift and carry two or more bags of 30 pounds on a rolling cart for a 10 block radius
- Able to climb several flights of stairs and be on one’s feet for several hours
- Must be able to deliver meals/food boxes in elevator and non-elevator buildings.
- Able to identify emergency situations; and have patience and good people skills.
- Must be flexible and be able to work Monday through Saturdays (with an applicable day off), Holidays and during emergencies as requested.
- Possession of a valid New York State Driver’s License Class E and driving experience in NYC are required.
- Must have a clean driving record