



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

Job Title: Residential Aide

Supervisor: Assistant Director of Senior Housing Services

Job Status: Full Time

Job Hours: 35 hours per week, Evening Shift (Monday-Friday 2:00pm-10:00pm)

Location: Midtown Manhattan

Compensation: Competitive with Market Rate

About Encore: For over 40 years, Encore Community Services has provided care and services 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 services for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. By nurturing, respecting and enabling, Encore hopes to improve the quality of an older person's life, in an approach that emanates from the core of Encore's commitment: a belief that what they do comes from the heart, and the heart is the center of it all.

About the Position: The Residential Aide will help Encore achieve its mission of improving the lives of Older New Yorkers at the Encore 49 Residence, a Single Residence Occupancy (SRO) project in midtown Manhattan. The Residential Aide will be responsible for assisting residents with daily living, which might include using the toilet, bathing and washing, dressing, cooking, serving food, housekeeping and collecting food trays. They also help with other tasks such as recreational and social activities. The Residential Aide will assist residents who have limited mobility by helping them walk or transporting them in wheelchairs. In addition, the Aide may perform administrative tasks such as answering phones and greeting visitors, and provide documentation of care. The Residential Aide is part of a collaborative effort among all staff directly involved in the service of seniors to provide an atmosphere of hospitality at the Encore 49 Residence. To be successful as a Residential Aide, you will be sensitive and respectful of the diverse physical, cultural, mental, emotional and spiritual needs of residents and staff members. The Resident Aide will have a passion for helping vulnerable seniors. Top candidates will be great listeners and communicators, and will enjoy the companionship of senior citizens.

Responsibilities:

- Assist residents with daily personal routines, including bathing, dressing, grooming, eating, laundry and using the bathroom;
- Provide companionship to residents and establish a trusting relationship with them;
- Ensure that residents are taking their prescribed medication(s), and meticulously track and record medication distribution according to training and program policy;
- Report any concerns or medical issues;
- Ensure that the residents' living quarters are safe and well-organized;
- Keep records of resident activity, behavior, and moods;
- Perform reasonable requests that residents ask for;
- Collaborate with management and coworkers to ensure residents receive the best quality of life possible;
- Report medical concerns or observations in a timely manner;



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- Advise and assist residents with nutrition and cleanliness;
- Attend residence and departmental meetings;
- Participate in Case Conferences with other providers;
- Keep meticulous notes and documentation in charts of all services;
- Encourage and enable socialization among seniors and help create an atmosphere which fosters trust, caring, and respect for one another;
- Always present the best bed-side manner including being friendly, patient, and compassionate when intersecting with residents;
- Assist with special projects and other duties assigned by manager(s);
- Adhere to and enforce all safety procedures;
- Travel throughout the program's service, which in includes the neighboring vicinity and, at times, farther destinations within the NYC area is required on a regular basis;
- Provide coverage during staff shortage and emergency situations;
- Complete all ongoing required professional development and certification requirements that are associated with the position as assigned by supervisor;
- Other duties as assigned.

Required Qualifications:

- High school diploma;
- Experience working with elderly or disabled people;
- Ability to meet the following physical requirements: Bending, Climbing, Stooping, Kneeling, Reaching, Crouching, Squatting, Lifting (30 to 50 pounds);
- Have ability to stand for long periods of times and during housekeeping functions;
- Strong emotional intelligence and listening skills;
- CNA or HHA certification (we will consider candidates who are willing to attain the certification within a year of employment, but these candidates must be currently enrolled in a program);
- Friendly, professional demeanor;
- Microsoft Office Experience;
- Ability to work under pressure and follow directions;
- Work well with others in a team environment;
- Be available to work on holidays and during emergencies, as requested;
- Bilingual preferred;
- First aid and CPR certification.

To Apply email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate "Residential Aide"

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/P