



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:

- Provide support to residents on medication compliance and assist with developing medication management skills.
- Provide training and support with skills building including but not limited to socialization, health services, daily living skills and assertiveness.
- Develop and assist in implementing service plans, which are determined by goals of the residents including reviewing service plans, identifying progress, and revising plan as needed.
- Engage and work alongside residents to perform necessary tasks for the upkeep of the unit and the well-being of residents.
- Assist residents with moving their belongings into an Encore 49 licensed unit.
- Maintain compliance with all company policies and procedures.
- Perform related duties as assigned by supervisor.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent verbal and written communication skills, including ability to effectively communicate within the agency and with external providers such as Physician, Social Security, Medicaid, Care Managers, Home and Community Based Services support.
- Excellent computer and software proficiency (MS Office – Word, Excel, and Outlook) required.
- Experience with AWARDS database preferred.
- Must be able to work under pressure and in crises.
- Must be able to meet deadlines while maintaining a positive attitude.
- Ability to work independently and to conduct assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices



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

REQUIRED AND PREFERRED EDUCATION, EXPERIENCE, AND CREDENTIALS

- Undergraduate degree required, preferably in the human service field.
- Relevant experience in human service field, preferred.
- Flexible and able to work late, including evenings and weekends as needed.
- Positive, energetic, dynamic, and engaging personality.
- Collaborative & creative approach to work related duties.
- Bilingual a plus.

How to apply: Email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate **“Residential Case Manager.”**

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.