**Job Title:** Community Navigator

**Supervisor:** Director of Social Services

**Job Status:** Full Time, Non-exempt

**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 Position:** The Community Navigator will provide information about services, provide practical supports, assist in filling out forms and provide advocacy to seniors. They will also foster social supports by connecting them to seniors' other community resources to increase their social connections. Encore serves thousands of older New Yorkers through our Senior Center and Home Delivered Meals program. The Community Navigator will be a member of Encore’s Community Aging Team and will work closely with Encore’s case workers, meal delivery staff, friendly visiting staff, and community stakeholders to ensure that our senior members are assessed and triaged appropriately. The Community Navigator will, initially, work to develop Encore’s Universal Assessment tool. The Community Navigator will administer the Universal Assessment tool directly and also train a variety of other staff members and volunteers to conduct the assessment. Once assessed the Community Navigator will work collaboratively with other staff members and the seniors to determine the appropriate referrals and program supports and interventions. As part of this work, the Community Navigator will work directly in the community including home visits as well as supporting other staff members and helping to build Encore’s capacity to meet a wide-variety of senior needs. The Community Navigator will also oversee our Pantry and Shop and Escort program.

**Job Responsibilities:**

* Develop and facilitate programming content both in-person and technology-based platforms;
* Assess the needs of individual and connect them with community resources and services that will assist with their long-term aging wellness, empowerment and reduce social isolation;
* Identify community events and activities in the local and regional area that will provide outreach opportunities for Encore Community Services. Serving as Encore’s ambassador at outreach opportunities;
* Serve as point-of-contact for community members and refer them to appropriate ECS programs, resources, or staff;
* Develop community support for Encore Community Services. Present vision and values to the community, communicating the benefits of ECS programs and services, and inspire them to engage in services;
* Assist in developing and refining Encore’s universal assessment tool, such as “loneliness scale” for older adults;
* Work with management to develop a system to ensure that Encore maintains a “no wrong door” approach so that seniors can easily and effectively access our services;
* Conduct virtual, phone, or in-home assessments with seniors to assess needs such as personal, family, finances, employment, food, clothing, housing, and physical and mental impairments and determine the nature and degree of need;
* Use client assessment information to determine the appropriate type of service at Encore, whether that be case assistance, case management, financial management, and/or determine if an external service referral is warranted;
* Refer seniors to community resources and other organizations as needed;
* Maintain audit ready documentation and files, complete required paperwork, documentation and referrals completed per the timeframes established by the Senior Director of Programs;
* Create and maintain a multilingual inventory of distribution literature and supplies;
* Identify resources and communicate with agencies and organizations providing services to seniors;
* Participate in team meetings, supervisions, ongoing professional development training;
* Maintain awareness and knowledge of resources, benefits, and entitlements necessary to advocate and make referrals on behalf of the client;
* Oversee the pantry and Shop and Escort Program;
* Other duties as assigned.
* **Required Qualifications:**
* Proficient in Microsoft Applications (Access, Excel, Word, and Power Point) and Program Database systems;
* Video Conferencing;
* Microsoft Applications (Access, Excel, Word, and Power Point);
* Highly organized with the ability to support multiple requirements and requests simultaneously while meeting deadlines;
* Excellent verbal and written communication skills;
* Excellent interpersonal and facilitation skills;
* Valid Driver’s License;
* Reliable transportation with valid insurance;
* Ability to pass background check;
* High school diploma required, BA in Social Work or related field of human services preferred;
* Bi-lingual: Ability to speak, read and write in English and Spanish preferred;
* Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems;
* Ability to coordinate and schedule services for participants;
* Demonstrate excellent organization and communication skills;
* Have a sensitivity and empathy for participants in the programs;
* Work well under supervision and an everchanging environment.

**How to apply:** Email Resume and Cover Letter with Salary Requirements to [jobs@encorenyc.org](mailto:jobs@encorenyc.org).

In the subject line, please indicate “**Community Navigator**”.

*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.* ***All new hires must be vaccinated against the COVID-19 virus****, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.*