

Job Title: Residential Aide

Supervisor: Assistant Director of Senior Supportive Housing Services

Job Status: Full Time, Non-Exempt

Job Hours: 35 hours per week, Wednesday through Sunday (8AM-4PM)

Location: Midtown Manhattan

Compensation: \$21 per hour

About Encore: How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. 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. The organization is working to build off 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: Under the supervision of the Assistant Director of Senior Support Services. The Residential Aide will help Encore achieve its mission of improving the lives of Older New Yorkers at the Encore 49 Residence, an SRO project in midtown Manhattan. The Residential Aide will be responsible for aiding residents with daily living, which might include using the toilet, bathing and washing, dressing, cooking, serving food, unit housekeeping and collecting food trays. They also help with other tasks such as recreational and social activities. The Residential Aide will aid residents who have limited mobility by helping them walk or transporting them in wheelchairs. In addition, they may perform administrative tasks such as answering phones and greeting visitors, and provide documentation of care and assistance. In addition, 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 should be sensitive and respectful of the diverse physical, cultural, mental, emotional and spiritual needs of our residents. The Resident Aide should have a passion for helping vulnerable seniors. Top candidates will not only be assistants, but companions who are great listeners and communicators.

Benefits: This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 5% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

Job Responsibilities:

- Assisting residents with daily personal routines, including bathing, dressing, grooming, eating, laundry and using the bathroom.
- Providing companionship to residents and establishing a trusting relationship with them.
- Ensuring that residents are taking their prescribed medication.
- Reporting any concerns or medical issues.
- Ensuring that the residents' living quarters are safe and well-organized.
- Keeping records of resident activity, behavior, and moods.

- Performing any reasonable requests that residents ask for.
- Collaborating with management and coworkers to ensure residents receive the best quality of life possible.
- Reporting medical concerns or observations.
- Advise residents on nutrition and cleanliness
- Attend resident 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 the Director of Residential Services
- Adhering to and enforcing all safety procedures.
- Strong emotional intelligence and listening skills.
- Travel throughout the program's service area is required on a regular basis.
- 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.
- 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.
- CNA certification
- Friendly, professional demeanor.
- Microsoft Office Experience
- Be able to work under pressure and follow directions
- Work well with others in a team like environment
- Be available to work on holidays and during emergencies, as requested
- Bilingual preferred
- First aid and CPR training

How 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. 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,



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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.