

**Job Title: Social Case Worker (Lifelong Learning Center)**  
**Supervisor: Assistant Director of the Lifelong Learning Center**  
**Job Status: Full Time**  
**Job Hours: 35 hours per week**  
**Location: Midtown Manhattan**  
**Compensation: \$45K - \$50K, annually**

**About Encore:** For over 40 years, Encore Community Services have 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:** In collaboration with Encore's Case Workers and under the Supervision of the Director of Programs and Assistant Director of the Lifelong Learning Center, the Social Case Worker will assist senior members to access benefits/entitlements and eligibility for assistance in a range of services, including the completion of applications as needed; advocate and intervene with other agencies on behalf of clients; compile stats and maintain complete and accurate case records. In addition, the Social Case Worker is part of a collaborative effort among all staff directly involved in the service of seniors, coming to the Encore Senior Center, to provide an atmosphere of hospitality, health and wellness programs along with an array of other activities.

**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.

**Responsibilities:**

- Conduct intakes with seniors to assess needs such as personal, family, finances, employment, food, clothing, housing, and physical and mental impairments and determine nature and degree of need
- Provide case assistance to seniors by providing assistance with information on and/or obtaining services, benefits, entitlements and other areas of concern to older persons (i.e. SNAP, SCRIE, EPIC).
- Refers seniors to community resources and other organizations and helps determine senior's eligibility for financial assistance
- Provide Information and Referrals to senior member and/or senior non-members via phone or in person, as requested.
- Assist in publicizing specific programs through run-offs and posted related flyers.
- Encourage and enable socialization among seniors and help create an atmosphere which fosters trust, caring and respect for one another
- Keep accurate worker logs, case notes, and file records of all interactions with seniors

- Performs miscellaneous job-related duties as assigned Assistant Director.
- Coordinate and schedule at least one workshop once a month aimed at educating seniors to various benefits, e.g. EPIC, HEAP, SCRIE, and other Health & Wellness/medical benefits through both government and non-government programs;
- Provide assistance in the End of Life Planning in collaboration with VOLS Legal Clinic.

**Required Qualifications:**

- BA in Social Work or related field of human services
- At least 3 years experience in the field of human services, preferably in the field of aging
- Bi-lingual: Ability to speak, read and write in English and Spanish
- Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems
- Ability to communicate with program participants and related staff
- Ability to coordinate and schedule services for participants
- Demonstrate excellent organization and communication skills
- Good record keeping abilities and proficient in computer/web based programs
- Have a sensitivity and empathy for participants in the programs
- Work well under supervision
- Bilingual – Spanish, Korean and Mandarin preferred.

**To Apply:** Email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate “Social Case Worker (Lifelong Learning Center)”

**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.**

***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.***