

Job Title: Driver

Supervisor: Lead Driver, Dispatch Manager

Job Status: Full-Time, Non-Exempt

Job Hours: 35 hours per week, Monday – Saturday (5 days a week)

Location: Midtown Manhattan

Compensation: Commensurate with Experience

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: The HDM Driver will be responsible for all aspects of meal delivery and transportation of Meal Deliverers to Encore’s homebound elderly in the contracted areas of Manhattan which includes 14th Street - 116th Street and across 5th Avenue and 12th Avenue. The HDM Driver will be the point person in ensuring that Meal Deliverers are brought to and picked up from designated routes in order to deliver homebound clients meals/food boxes. The HDM Driver must be reliable, personable, patient, have good communication skills and must be able to identify emergency situations with clients. The HDM Driver will need to be flexible, be available to work some holidays, emergencies and during inclement weather. The ideal candidate will be a team player with a “roll up their sleeves to get the job done” work ethic.

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:

- Assist with meal packaging for the homebound clients;
- Follow all the procedures necessary to deliver meals in a timely, safe and proper fashion;
- Deliver meals to homebound clients, as well as holiday and emergency meals, as necessary;
- Ensure clients are checked off in the HDM Mobile App while they’re being delivered;
- Collect and record client contributions; return safely to Customer Service Manager;
- Assist in taking monthly end-of-route meal temperatures;
- Deliver program materials and information to the homebound;
- Notify Customer Service Manager of any change in client’s status or inability to deliver a meal Face-to-Face;
- Move, unpack and store food items and supplies and clean meal carrier bags as required;
- Meet with Lead Driver at end of routes to provide tally of delivery information;
- Report any issues with vehicle to Lead Driver; pick up and drop off vehicle to get serviced;

- Maintain vehicle clean and also ensure all Meal Deliverers clean up after themselves;
- Ensure Meal Deliverers are dropped off and picked up at their destination in a timely manner;
- Follow and Obey all traffic laws;
- Be available to work on holidays and during emergencies, as requested;
- Attend all quarterly in-service trainings;
- Carefully load the vehicle for transport;
- Transport meals and deliverers to and from various locations and deliver meals;
- Ensure the safety of all passengers (seat belts and other safety devices);
- Responsible for pick-up and return of vehicle to designated parking area;
- In conjunction with Lead Driver maintain valid inspection/vehicle registration;
- Clean vehicle (exterior/interior) as needed and maintain daily mileage log;
- Remind all in vehicle: no eating, drinking or smoking in the vehicle
- Maintain gas level (not to fall below ¼ of a tank) and purchase gas as necessary
- Never leave vehicle idling while parked and adhere to all NYC traffic and parking standards
- Never park vehicle in a manner not covered by vehicle's parking permit
- Perform other tasks assigned by the Lead Driver, Dispatch Manager, and Senior Director of Operations.

Required Qualifications:

- High school diploma or equivalent;
- Possession of a valid New York State Driver's License Class E and driving experience in NYC are required;
- Must have a clean driving record;
- Must be dynamic, caring and innovative;
- Must be able to speak, read and write English; bilingual/Conversational Spanish preferred;
- Must be able to work independently, lift and carry two or more bags of 30 pounds on a rolling cart for a 10-block radius;
- Able to climb several flights of stairs and be on one's feet for several hours;
- Must be able to deliver meals/food boxes in elevator and non-elevator buildings;
- Able to identify emergency situations; and have patience and good people skills;
- Must be flexible and be able to work Monday through Saturday (5 days a week), Holidays and during weather emergencies and/or emergencies as requested;
- Must have a clean driving record and pass an annual vision test.

How to apply: Email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate "HDM Driver".

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



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orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.