

**Job Title:** Senior Shop and Escort

**Supervisor:** Assistant Director, Lifelong Learning Center

**Job Status:** Non-Exempt/Part Time

**Job Hours:** 20-25 hours per week

**Location:** Midtown Manhattan

**Compensation:** Competitive with City Rates

**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:** Practicing CDC guidelines for COVID-19, the Senior Shop and Escort will help older adults with mobility and chronic health challenges get to medical appointments, pharmacies, grocery stores, and other needed destinations. Persons accompanied by escorts may have mobility, vision, or cognitive impairments, and do not have the means or resource to negotiate shop and escort assistance on their own. In addition to accompanying seniors with essential out of home errands, the escort may at times shop for seniors and drop off household items such as groceries, medications and other essentials to their homes. This escort, shop, and shop off service is particularly critical during the Pandemic where seniors may need additional assistance to shelter in place.

**Job Responsibilities:**

- Assist seniors with dressing in outerwear such as coat, sweater or hat for the trip;
- Assist in helping seniors with locking and unlocking his/ her residence;
- Escort seniors to and from medical appointments, pharmacies, grocery stores, and other essential errands and trips;
- Assist seniors in filling out paperwork;
- Shop for homebound seniors using a predetermined shopping list and drop off household items at the senior's home;
- Assist seniors with physical strains such as assistance on stairs and carrying / pushing the grocery cart;
- Keep a log of all the trip made and detailed documentation of all interactions with seniors;
- Observe seniors' physical and mental state, reporting any change in status or concerns to supervisor;
- Report any incident or accident pertaining to clients to supervisor;
- Providing socialization and companionship.
- Upkeep of Senior Center pantry and other Escort related supplies;
- Carry out other duties as assigned.

**Required Qualifications:**

- High school diploma or equivalent, preferred;
- Strong reading skills and ability to create and navigate written instructions and lists required;
- Demonstrated customer service experience preferred;
- Strong verbal communication;
- Strong interpersonal skills and ability to work as part of a team;
- A sense of compassion, understanding and empathy for the elderly population;
- Ability to maintain confidentiality;
- Some occasional weekend and evening work may be necessary.

How to apply: Qualified applicants should email your Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate "**Senior Shop and Escort**"

*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.**