

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: 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 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 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;
- 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;
- Maintain audit ready documentation and files, complete required paperwork, documentation and referrals completed per the timeframes established by the Senior Director of Programs;
- 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;
- Supervise Community Corp volunteers;
- Other duties as assigned.

Required Qualifications:

- Proficient in Microsoft Applications (Access, Excel, Word, and Power Point) and Program Database systems Video Conferencing;
- 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;
- Ability to pass background check;
- BA in Social Work or related field of human services required
- Bi-lingual: Ability to speak, read and write in English and Spanish strongly preferred;
- Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems;
- Ability to coordinate and schedule services for participants;
- 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. 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.