

**Job Title: Case Worker**

**Supervisor: Assistant Director, Aging through Arts Center**

**Job Status: Full Time**

**Job Hours: 35 hours per week (Monday-Friday, On-site, 8:30AM-4:30PM)**

**Location: 239 West 49th Street**

**Compensation: \$50K - \$52K**

**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:** In collaboration with Encore's Case Workers and under the supervision of the Assistant Director of the Aging through Arts Center, the 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 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.

**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 by 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.

**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 “**Case Worker**”.

**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.*