

**Job Title:** Residential Case Manager

**Program:** Encore 49 Residence

**Supervisor:** Program Director

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

**Job Hours:** 35 hours per week, Hybrid

**Location:** Hybrid work schedule 4 day in Midtown office; 1 day virtual

**Compensation:** \$50,000 annually

**About Encore:** Known widely as *Broadways longest running act of loving care*, Encore's mission is to improve the quality of life for older New Yorkers so they are not just surviving, but thriving. Through a robust array of programming, Encore takes a "no wrong door approach" to ensure Seniors are able to age in place comfortably for as long as possible. **Encore is recognized as one of the most respected and trusted nonprofit organizations providing services for older New Yorkers in New York's City.** Encore is on the cutting edge in the human service field and is a staunch advocate not only for older New Yorkers, but also for the essential human service employees who serve as the City's safety net. **Do not miss this chance to work for a mission-oriented organization, which centers employees as its number one resource.**

**About Position:** The Residential Case Manager at Encore 49 provide case management and rehabilitative mental health services, namely in the areas of hygiene, activities of daily living, financial management, social functioning, health care and self-sufficiency, to identified residents of Encore's supportive housing program. The ultimate aim of the program is to prevent recidivism of hospitalization and/ or homelessness and improve tenant's quality of life.

**Responsibilities:**

- Conduct needs-based and program eligibility assessments, engaging in community outreach, providing case management services, milieu management, crisis management and de-escalation and life skills.
- Connect to income resources and/or public benefits, determining rental amounts, landlord recruitment/mediation, attending meetings/trainings within the community, collaborating care with service providers and multi-disciplinary teams and accompanying participants on appointments as needed.
- Have an expertise on mental health services and may develop specialty areas including housing, legal services, benefits, or others as indicated by the needs of the program.
- Provide assessment, and at times companionship, for Encore 49 residents in a variety of settings, including in offices, in resident rooms, on neighborhood outings, at doctor's offices, at Encore's Senior Center and other NYC neighborhood locations
- Provides intensive case management for the acute population; ensures residents receive regular engagement in services. Facilitates the delivery of appropriate services for residents as indicated by relevant service modalities through an equity lens.
- Demonstrates knowledge of resident-specific resources, a passion for serving the population and the ability to contribute to the program-wide objectives of a diverse and dynamic team.
- Attends orientations, trainings, education programs, staff meetings, community meetings, conferences and workshops as requested and applicable to meet the needs of the position. May provide training and mentorship to team members and community stakeholders regarding best practices in relevant service models and practices.
- Clearly documents all client interactions along with required eligibility and demographic information. Obtains and maintains resident vital documentation and disability documentation.
- Ensures timely reporting, documentation and record-keeping within data entry systems and hard copy files in accordance as mandated by funding sources (DHS and DHMH) or agency administrator, in an orderly and up-to-date manner.
- Performs duties in a professional manner by maintaining the confidentiality of all information and by participating effectively within and across teams.

- Conduct monthly room inspections for each resident on the caseload, wellness checks, and deliver client mail if necessary
- Maintains physical and emotional safety of all residents in the facility. Manages the milieu and addresses any resident conflict immediately to de-escalate. Will contact emergency personnel as necessary and will accurately and adequately complete any reports or documentation required.
- Coordinate services with the Senior Center, Meals on Wheels, Adult Day Treatment Programs, family members, medical facilities, home care agencies, entitlement systems and all other service providers involved with or required by clients. This includes advocacy when needed and/ or visiting hospitalized clients and clients in nursing homes.
- Escort clients to and from hospital visits. This include 911 calls where clients are taken to hospital or nursing homes. Conduct follow-up visits with clients who are hospitalized or in a nursing home until the clients are discharged or placed in other long-term treatment facility
- Actively participate in the interdisciplinary team approach at Encore 49, including communicating with the Senior Director of Programs, Assistant Director of Senior Housing Services, Building Manager, consulting Psychiatrist, medical doctors, caseworkers, visiting nurse, home health aides, administrative assistance, interns and volunteers.
- In times of great need, assist with Encore’s Home Delivered Meals Program; including assisting with the delivery of meals in the Neighborhood of Encore 49
- Participate in staff meetings and supervisory sessions with Director of Social Services and Supervisor of Social Services.
- All other duties as assigned.

**Qualifications:**

- Have a sensitivity and empathy for participants in the programs.
- Two years’ experience and BA in related social service field.
- Proven experience with the senior homelessness, and/ or mental health populations.
- Strong clinical skills.
- Expert written, oral, and interpersonal communication skills.
- High level of competency working with Microsoft Office suite and cloud-based applications.
- Strong time-management and prioritization skills.
- Experience working both independently and, in a team-oriented, collaborative environment.
- Demonstrate excellent organization skills
- Knowledge in AWARDS database a plus.
- Work well under supervision.
- Must be able to work a flexible schedule of either Saturday-Wednesday or Sunday-Thursday.
- Bilingual a plus.

**How to apply:** Email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate “**Residential Case Manager**”

**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.*