

**Job Title:** Community Outreach Coordinator for Older Adults  
**Supervisor:** Senior Director of Community Aging and Residential Services  
**Job Status:** Non-Exempt/Exempt/Full Time  
**Job Hours:** 35 hours per week  
**Location:** Hybrid work schedule 4 days in Midtown office; 1 day virtual  
**Compensation:** \$50,000-\$60,000 with potential for annual bonus

**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 Community Outreach Coordinator for Older Adults 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. The Community Outreach Coordinator for Older Adults 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 Outreach Coordinator for Older Adults will work collaboratively with other staff members and the seniors to determine the appropriate referrals and program supports and interventions. The Community Coordinator is also responsible for overseeing the volunteers that assist in completing assessments.

**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.

**Job Responsibilities:**

- 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;
- 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;
- Maintain awareness and knowledge of resources, benefits, and entitlements necessary to advocate and make referrals on behalf of the client;



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- 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;

**How to apply:** Email Resume and Cover Letter with Salary Requirements to [jobs@encorenyc.org](mailto:jobs@encorenyc.org).  
In the subject line, please indicate "Community Outreach Coordinator for Older Adults".

***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.***