



239 West 49th Str.
New York, NY 10019
212-581-2910

Job Title: Case Management Director

Supervisor: Chief Program Officer

Job Status: Full-time, Exempt

Job Hours: 35 hours per week

Location: 239 West 49th Street

Compensation: \$90K - \$95K, 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 Case Management Director will be responsible for oversight of the agency's role in the New York City Aging Case Management contract, ensure compliance with funding source and agency protocols and procedures. The Case Management Director will focus on providing high level support, coordination and administration of Encore's Case Management Program and coordinator with three subcontracting partners.

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 3% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

Responsibilities:

- Overall leadership and supervision of the Encore Case Management Program;
- Coordinate services with subcontract entities and ensure that staff of these agencies are meeting case management standards;
- Supervise three Case Management Supervisors, the Intake Case Management Supervisor/Intake Worker;
- Coordinate with the Friendly Visiting Director and the Chief Program Officer in identifying clients appropriate for this service;
- Arrange for Intake activities in absence of Case Management Supervisor/Intake Worker;
- Review problem cases and provide direct services with Case Management Supervisors and case management staff as needed;
- Meet quarterly with the sub-contractual administrators to evaluate the collaboration and success or challenges of services;
- Develop, monitor and expand linkages to community resources and improve outreach to underserved populations;
- Plan and implement outreach efforts that ensure that isolated or underserved populations are identified and that services are consistent with community needs;
- In collaboration with the CPO determine the diverse needs of our members and develop strategies to address identified needs;

- Develop new and innovative programs, activities, and services to meet the ever-changing needs of the members;
- Ensure follow-through on program plans, ongoing program development and evaluation;
- Ensure files, logs and financial records for the program are accurate and that all vouchers are submitted on time;
- Provide leadership and direction to direct reports to ensure the delivery of high performance, acting as an enthusiastic, positive and motivated coach;
- Recruit, hire, supervise and develop assigned staff; ensure programs are adequately always staffed and that staff are oriented to respective roles within program structure;
- Provide individual supervision for Case Management Supervisors, including the Supervisor of one subcontractor on a weekly basis or more frequently as needed;
- Support direct reports on the daily functioning of their role as well as timely decision-making to ensure the delivery of high performance;
- Provide oversight, coaching, mentoring, evaluation, and guidance to staff contributing toward a safe, motivating, and respectful environment;
- Manage and delegate responsibilities involved in the day-to-day program operations to allow for efficient programming;
- Coordinate training programs for new staff and identify training needs for current staff;
- Prepare, review, and submit timesheets on a bi-weekly basis to the payroll department for accuracy;
- Maintain accurate written records of phone calls related to prospective intakes;
- Be familiar with entitlements and benefits and procedures for the applications, especially in working with the older adult population;
- Provide supervision and coaching with an enthusiastic, positive and motivated attitude;
- Supervise and develop assigned staff; and ensure that staff are oriented to respective roles within program structure;
- Provide individual supervision for CM Supervisors on a bi-weekly basis or more frequently as needed;
- Ensure that all regulatory, compliance, and programmatic requirements are met;
- Manage and delegate responsibilities involved in the day-to-day program operations to allow for efficient workflow Communicate with program officers and appropriate funder staff members
- Prepare and submit reports for the Board of Directors as required;
- Attend staff meetings and trainings as required;
- Attend community meetings and participate in borough and citywide committees or task force.

Required Qualifications:

- Masters in social work and at least three years of supervisory experience;
- Bilingual Spanish Speaking required;
- LMSW qualified SIFI Field Instructor preferred;
- A passion, warmth and sensitivity for Encore's mission;
- Strong interpersonal, clinical, organizational, and presentation skills;
- Strong written and verbal communication skills;
- Ability to work independently and collaboratively;
- Availability to attend occasional evening and weekend events;
- Understands people and is able to work with a variety of personalities;
- Knowledge of community resources;
- Deep understanding of DFTA standards for case management a plus;
- Time management skills with a proven ability to meet contractual deadlines;
- Creative and self-starter;



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- Ability to problem solve, think critically and use sound judgment;
- Strong computer proficiency using standard office software programs required, in particular, Microsoft Office; experience with web-based applications, working with funding source database systems preferred;
- Experience with providing Expanded In-home Services for the Elderly Program (EISEP) Case Management or social services with older adults preferred;
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities;
- Have a demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice-involved persons, etc.).

To Apply email **Resume** and **Cover Letter** to jobs@encorenyc.org in the subject line, please indicate **"Case Management Director"**

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.