

**Job Title:** Supervisor/Intake Coordinator, Case Management

**Supervisor:** Director, Case Management

**Job Status:** Full-time, Exempt

**Job Hours:** 35 hours per week

**Location:** 239 West 49<sup>th</sup> Street

**Compensation:** \$70K - \$75K, 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 Supervisor/Intake Coordinator will supervise a small team of Case Managers. Conduct in-depth interviews/intakes with callers that are interested in receiving Case Management, Home Delivered Meals, Home Care and/or Housekeeping Services funded by Department for the Aging. They must ensure compliance with program and funding source standards. The Supervisor/Intake Coordinator will provide clinical supervision of case management staff and will be responsible for training staff in both individual supervision and group meetings with their team. The Supervisor/ Intake Coordinator will organize supervision with partner agencies and will coordinate referrals with other subcontracting agencies.

**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:**

- Perform intake activities and assign and maintain caseloads for Case Managers;
- Complete intake information in DFTA's client tracking system within DFTA timeframes;
- Maintain accurate written records of phone calls related to prospective intakes;
- Refer to appropriate agencies in the community that might be able to assist the prospective client if they are not eligible for DFTA funded services;
- Be familiar with entitlements and benefits and procedures for the applications, especially in working with the older adult population;
- Provide leadership and direction to direct reports to ensure the delivery of high performance, acting as an enthusiastic, positive and motivated coach;
- Supervise and develop assigned staff; and ensure that staff are oriented to respective roles within program structure;
- Provide individual supervision for Case Managers on a weekly basis or more frequently as needed;
- Support direct reports in their daily functions as well as providing timely decision-making to ensure the delivery of high performance;
- Provide individual and group supervision and development for Case Management staff;

- Review and individually sign off on all cases as well as ensuring ongoing review of case files, assessments and reassessments;
- Develop and implement care plans with Case Managers for all clients;
- Supervise data entry into database and other case-related documents;
- Ensure that all regulatory, compliance, and programmatic requirements are met;
- Maintain annual and monthly files, logs, and records for the program and prepare for annual audits;
- Manage and delegate responsibilities involved in the day-to-day program operations to allow for efficient workflow;
- Prepare and submit quarterly reports to the Director;
- Meet with the Director as needed;
- Represent Encore at community outreach meetings, conferences, trainings, and network with local agencies/organizations;
- Attend community meetings and participate in outreach activities;
- Attend required trainings;
- Interface with hospital Social Service Offices, Older Adult Center Directors, and Senior Housing Directors regarding services;
- Other tasks required by the Director, including but not limited to assistance in the production of special events and projects, etc.

**Required Qualifications:**

- Master's in social work and at least two 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;
- 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.)



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**To Apply** email **Resume** and **Cover Letter** to [jobs@encorenyc.org](mailto:jobs@encorenyc.org) in the subject line, please indicate **"Supervisor/ Intake Coordinator"**

*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.*