

**Job Title:** Case Manager  
**Supervisor:** Case Management Supervisor  
**Job Status:** Full-time, Exempt  
**Job Hours:** 35 hours per week  
**Location:** 239 West 49<sup>th</sup> Street  
**Compensation:** \$60K - \$65K, 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 Manager will provide concrete case management and supportive counseling services to older adults to facilitate them "aging in place" in their homes in the community through the Expanded In-Home Services for the Elderly Program (EISEP). The Case Manager will also provide comprehensive case management for assigned homebound older adults including assessments and develop care plans to ensure that personal needs are met.

**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 in-home assessments and reassessments of homebound older adults and develop comprehensive care plans including assessment of informal and formal supports;
- Provide comprehensive ongoing case management services including information, case; assistance, entitlement counseling, referral, supportive contact, advocacy, and crisis intervention;
- Keep records of all contact with clients, including case files, unit entries in the computerized client database;
- Initiate referrals to and coordinate activities with homebound meal and homecare agencies;
- Ensure that all regulatory, compliance, and programmatic requirements are met; including timeliness of client contacts and assessment and reassessment visits;
- Attend training as required including mandatory DFTA training;
- Perform related duties as required by the Case Management Supervisor and/or Program Director.

**Required Qualifications:**

- Master's Degree in Social Work or related field preferred or;
- Bachelor's Degree in Social Work or related field required or High School Diploma or Associates Degree with 4 or more years of Casework experience in community Social Service or Social Action programs;
- At least 3 years of professional social work experience working with an elderly population;
- A passion, warmth and sensitivity for Encore's mission;

- Strong interpersonal, clinical, organizational, and presentation skills;
- Strong written and verbal communication skills;
- Experience in providing Expanded In-Home Services for the Elderly Program (EISEP) case management or social services with senior citizens a plus;
- Familiarity in entitlement and benefits and procedures for applications, especially in working with elderly clients;
- Comfort with visiting seniors in their homes;
- Technical skills including Microsoft suite, database management, and service coordination; platforms such as NYC PeerPlace;
- Ability to provide services in office, in the field work, and telecommuting;
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities;
- Have a commitment to supporting communities who have experienced systemic; oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice involved persons, etc.);
- Bilingual (Spanish) or Bilingual Mandarin or Cantonese; preferred;
- Availability to attend occasional evening and weekend events.

**To Apply** email **Resume** and **Cover Letter** to [jobs@encorenyc.org](mailto:jobs@encorenyc.org) in the subject line, please indicate **“Case Manager”**

*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.*