

**Job Title: Case Worker**

**Supervisor: Assistant Director, Lifelong Learning Center**

**Job Status: Full Time**

**Job Hours: 35 hours per week, (Fully working on-site pending successful probationary period)**

**Location: Midtown Manhattan**

**Compensation: \$50K - \$52K, Commensurate with Experience**

**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:** In collaboration with Encore's Case Workers and under the supervision of the Assistant Director of the Lifelong Learning Center, the Case Worker will assist senior members to access benefits/entitlements and eligibility for assistance in a range of services, including the completion of applications as needed; advocate and intervene with other agencies on behalf of clients; compile stats and maintain complete and accurate case records. In addition, the Case Worker is part of a collaborative effort among all staff directly involved in the service of older adults, coming to the Encore Senior Centers, to provide an atmosphere of hospitality, health and wellness programs along with an array of other activities.

**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:**

- Conduct intakes with older adults to assess needs such as personal, family, finances, employment, food, clothing, housing, and physical and mental impairments and determine nature and degree of need;
- Conducts financial screen to determine senior's eligibility for financial assistance or benefits and provides or refers clients for related benefits;
- Offers case assistance to older adults by providing them with information on and/or obtaining services, benefits, entitlements and other areas of concern to older persons (i.e. SNAP, SCRIE, EPIC);
- Refers older adults to community resources and other organizations as needed;
- Provide Information and Referrals to senior member and/or senior non-members via phone or in person, as requested;
- Assists with program registration and completes Nutritional Risk Screens for program participants;
- Assist in publicizing specific programs through hand outs and posted related flyers;

- Keep accurate agency and funding source required worker logs, case notes, and file records of all interactions with older adults;
- Encourage and enable socialization among older adults and help create an atmosphere which fosters trust, caring and respect for one another;
- Attends workshops and case conferences as required;
- Performs miscellaneous job-related duties as assigned by Assistant Director;
- Coordinate and schedule at least one workshop once a month aimed at educating older adults to various benefits, e.g. EPIC, HEAP, SCRIE, and other Health & Wellness/medical benefits through both government and non-government programs;
- Provide assistance in the End of Life Planning in collaboration with VOLS Legal Clinic.

**Required Qualifications:**

- BA in Social Work or related field of human services; and at least 1 year of experience in the field of human services, preferably in the field of aging;
- Or an Associates Degree in the field of human services and at least 2 years Case Assistance experience working with obtaining entitlements and benefits preferably in the field of aging;
- Bi-lingual: Ability to speak, read and write in English and Spanish;
- Experience with or willing to learn advocacy skills; benefits & entitlements and referral systems;
- Ability to communicate with program participants and related staff;
- Demonstrate excellent organization and communication skills;
- Good record keeping abilities and proficient in computer/web based programs;
- Have a sensitivity and empathy for participants in the programs;
- Work well under supervision.

**How to apply:** Qualified applicants should email your Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate “**Case Worker, LLC**”.

*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.*