



239 West 49<sup>th</sup> Str.  
New York, NY 10019  
212-581-2910

**Job Title: Community Aging Social Worker**  
**Supervisor: Chief Program Officer**  
**Job Status: Exempt/Full Time**  
**Job Hours: 35 hours per week**  
**Location: Hybrid, 4 days on site with 1 day WFH, based on programming needs**  
**Compensation: \$70K to \$72K, 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:** Encore's successful aging services programs is searching for a Community Aging Social Worker (CASW) who is highly empathetic, patient and is an expert in working with older adults or has Mental Health Case Management experience and has an interest in working with an older adult. They will provide concrete case management and supportive counseling services to older adults to facilitate them "aging in place" in their homes and in the community. Provides comprehensive case management for assigned older adults including intake, assessment and development of care plans to meet unmet needs. The CASW is responsible in clients to gain access to various resources and helping Older Adults to confront issues that are negatively impact their way of living such as poverty, abuse, mental health, social isolation and food insecurity.

The LMSW will provide support to Encore's OAC Case Workers regarding working with clients who present challenging mental health or homeless service needs. They also will work with our Friendly Visiting program to provide case management support to our Friendly Visiting Program for clients not enrolled in NYC Aging case management services. They will coordinate care with clients referred through our Age Friendly Community Partnership (AFCP) by accepting referrals from community business partners and completing assessments and care plans connecting clients to Encore and other community aging service providers.

**Job Responsibilities:**

- Accept referrals from various agency programs including the Community Organizer, AFCP Businesses, AFCP Volunteers and other agency and community-based programs.
- Perform Intakes and perform comprehensive assessments and reassessments of older adults especially 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 a computerized client database and worker logs;
- Initiate referrals to and coordinate activities with appropriate services and agencies, older adult centers and hybrid programming, homebound meal services, homecare agencies, financial wellness and friendly visiting programs;
- Collaborate with other non-profits and city agencies (including housing providers) in coordinating services, advocating for older adults and resources;
- Provide behavioral health consultation with OAC Case Work Staff with clients who are experiencing mental health or homeless issues that require intervention that exceeds the case assistance staffs experience and skill level;

- Assist with the development of Mental Health, Conflict Resolution, Crisis Intervention and education materials training resources for program staff, older adults and the wider community;
- Train other program personnel as necessary;
- Participate in case conferences with various providers and Encore departments;
- Ensure that all programmatic requirements are met; including timeliness of client contacts and assessment and reassessment visits;
- Track and report quality improvement data against benchmarks;
- Monitor, track, and report on outcome measures;
- Perform related duties as required.

### Qualifications

- LMSW/ or Master's Degree in Social Work
- At least 2 years of professional social work experience working with older adults or in a mental health environment;
- A passion, warmth and sensitivity for Encore's mission;
- Ability to evaluate conditions and to intervene in crises;
- Strong interpersonal, clinical, organizational, and presentation skills;
- Strong written and verbal communication skills;
- Familiarity in entitlement and benefits and procedures for applications, especially in working with elderly clients
- Comfort with visiting seniors in their homes;
- Superb time-management and prioritization skills;
- Experience working both independently and, in a team-oriented and collaborative environment;
- Work well and take initiative in a fast paced and ever evolving environment.
- Technical skills including Microsoft suite, database management, and service coordination;
- 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 Strongly preferred;
- Availability to attend occasional evening and weekend events; as well work holidays if needed;

How to apply: email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate "**Community Aging SW**" Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please.

*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.*