

**Job Title: Residential Social Worker (Licensed)**  
**Supervisor: Assistant Director of Senior Supportive Housing**  
**Job Status: Non-Exempt/Full Time**  
**Job Hours: 35 hours per week Sun –Thursday, 9:00a-5:00pm, On-Site**  
**Location: Midtown Manhattan**  
**Compensation: \$78- \$84K, annually (based on average pay rate in NYC)**

**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 adults 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 ultimate aim of the program is to prevent recidivism of hospitalization and/ or homelessness and improve equality of life for older New Yorkers. The Residential Social Worker at Encore 49 provides case management, individual and/or group counseling services to assist clients to achieve healthy relationships, emotional stability, personal development and/or adjustment. The Residential Social Worker is responsible for maintaining weekly, monthly, and bi-annual documentation for a caseload up to 14 clients. The Residential Social Worker provides a full range of clinical services, assisting in program planning, development, and implementation of individual group services with particular emphasis on mental health, substance use disorders, and individuals with history of homelessness. This position works closely with the Residential Case Managers to ensure the effectiveness of the core services team.

### **Benefits**

This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions *with coverage beginning on the first date of hire*, 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 intake and assessment screening, assessing mental and physical health needs and supports, and financial eligibility for benefits, and entitlements, conduct home, and office, and community visits to address unmet needs.
- Implement constructive short and long-term interventions through counseling education about counseling supports, long-term planning, and assistance with benefits.
- In collaboration with Property Management assist with income affidavits, housing applications and recertification.
- Develop and create training events to educate clients on topics that can help support them in their caregiving capacity (e.g., self-care, health, and wellness, legal planning, and assisting care receivers with daily needs).
- Maintain a caseload of up to 14 clients
- Counsel clients regarding issues such as: abusive behavior, family dynamics, healthy personal choices, substance abuse, mental and physical health/trauma related issues
- Lead one or more support groups, providing emotional support and psychoeducation about various issues related to caregiving and self-care.
- Provide timely documentation and maintenance of client files and progress notes.
- Perform other related tasks as requested or assigned.
- Develop community linkages and refer residents to appropriate community providers to address their needs.
- Obtain and maintain Resident vital documentation and disability documentation;

- Ensure timely reporting, documentation, and record-keeping within data entry systems and hard copy files in accordance as mandated by funding sources or agency administrators, in an orderly and up-to-date manner;
- Perform duties in a professional manner by maintaining the confidentiality of all information and by participating effectively within and across teams;
- Conduct quarterly room inspections for each resident on the caseload, weekly wellness checks, and deliver Resident mail as necessary;
- Maintain the physical and emotional safety of all Residents in the building;
- Manage the milieu and address resident conflicts immediately to de-escalate;
- Contact emergency personnel as necessary and accurately and adequately complete reports or documentation;
- Coordinate services with the Senior Center, Meals on Wheels, Adult Day Treatment Programs, family members, medical facilities, home care agencies, entitlement systems and all other service providers involved with or required by Residents. This includes advocacy when needed and/ or visiting hospitalized residents and those in nursing homes;
- Escort Residents to and from hospital visits. This may include 911 calls where Residents are taken to hospitals or nursing homes;
- Conduct follow-up visits with Residents who are hospitalized or in a nursing home until they are discharged or placed in other long-term treatment settings;
- Actively participate in the interdisciplinary team approach at Encore 49, including communicating with the Senior Director of Programs, Assistant Director of Senior Supportive Housing, Maintenance Staff, Consulting Psychiatrist, medical doctors, caseworkers, visiting nurses, home health aides, administrative assistants, interns and volunteers;
- Participate in staff meetings and supervisory sessions.
- All other duties as assigned by supervisor(s)

**Qualifications:**

- Bachelor's degree in Social Work or Gerontology;
- Licensed LMSW or LCSW required with at least 2 years relevant experience in social services, assistance with benefits a plus;
- Experience working with older adult populations preferred;
- Bilingual language Spanish fluency preferred;
- Must have strong computer skills including Microsoft Office;
- Ability to provide accurate and timely documentation required;
- Time management skills to coordinate multiple responsibilities and services;
- Ability to work independently and as part of a team, in both a home and office environment;
- Maintain client and agency confidentiality;
- Excellent interpersonal, public speaking, and written communication skills. Must be able to communicate effectively and appropriately with other team members, community agencies, and clients with diverse opinions, values, characteristics, and culture;
- Other duties as assigned.

**How to apply:** Email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate "Residential Social Worker".

**All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.**



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

*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.*