



## **JOB ANNOUNCEMENT**

Under the sponsorship of Hamilton-Madison House, the NORC (Naturally Occurring Retirement Community) is a partnership of a social service provider, the housing partner (Knickerbocker Village), a health care partner, and the seniors. Beyond these core partners, the NORC brings together community resources, develops, maintains and expands partnerships to provide the supportive environment and services allowing those residing in the complex, aged 60 and over, to be able to age in place and remain active and engaged members of the community for as long as possible.

The Case Worker is an integral part of the NORC interdisciplinary team, providing the individual and group services to seniors residing in Knickerbocker Village allowing them to successfully age in place and remain as active and engaged community members for as long as possible. This position reports to the Director of Knickerbocker Village NORC.

### **Minimum Qualifications:**

- Graduate of an accredited college or university with a Bachelor's Degree required; preferably with a major in the social sciences including social work, psychology, counseling, human Services or sociology
- Strong commitment to mission of Knickerbocker Village NORC SSP
- Nonjudgmental, socially perceptive, empathic and a good listener
- Sensitivity to and understanding of the needs of the elderly. Prior experience working with older adults desirable
- Highly organized and detail oriented; able to plan, manage and successfully complete multiple concurrent projects, frequently with short deadlines
- Ability to handle complex and difficult situations in a professional manner. Demonstrated ability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations
- Ability to develop collaborative relationships with professional staff and community groups
- Excellent verbal and written communication skills
- Excellent computer skills required including experience with data management systems and willingness to learn other programs as required. Experience with STARS desirable
- Understanding and appreciation of the role of race, religion, ethnicity, sexual preference and individual values as it relates to serving clients and their families. Commitment to diversity and ability to work with diverse population of seniors, volunteers and staff
- Bilingual English/Chinese (Mandarin/Cantonese)

### **Responsibilities:**

#### Program

- Provide individual casework services to residents of Knickerbocker Village aged 60 and over who participate in the NORC program
- Conducting intake, completing NORC assessment, and referring to appropriate services as indicated
- Working with NORC team, community partners and seniors/families to implement plan of care

- Provide case management, case assistance, referral and information as well as other program components as required by funding source and contractual obligations
- Ensure that annual contractual goals, assessments, required number of services units are attained and case notes and units adhere to guidelines and standards of contracting agencies, funding sources and professional standards
- Complete health indicator program requirements as required by funding contract(s)
- Implement programs and activities to actively foster communication and cooperation among diverse groups in community
- Conduct home visits and assessments in coordination with social worker and nursing staff
- Maintain accurate client records, both written and electronic and enter into client database(s) in a timely manner
- Assure maintenance of client confidentiality
- Assist in the planning and implementation of educational, recreational and health promotion activities
- Support the successful implementation of group activities including educational programs and socialization activities
- Participate in case conferences, staff meetings and training sessions

Community Outreach and partnerships/Collaborations

- Work with NORC Director and team to maintain and expand existing community partnerships by being active and visible in the community and working closely with other professional, civic and private organizations as indicated
- Develop, maintain and expand positive relationships with key stakeholders and community partners to support mission of the organization and requirements of the funding source(s)

Compensation: Commensurate with qualifications and experience  
Hours: Monday to Friday, 9:00AM to 5:00PM, 35 hours per week  
To Apply: Submit cover letter and resume to:  
 Fax: 212-349-2793  
 Email: [hrdept@hmhonline.org](mailto:hrdept@hmhonline.org)

Posting Date: January 3, 2022      Application Deadline: Until filled

**Hamilton-Madison House is an Equal Opportunity Employer**