



NORC Program

[2425 Williamsbridge Road, Suite 1B](#)

[Bronx, NY 10469](#)

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Job Description

Position/Title: Case Manager

Location: Senior Services at Pelham Parkway Houses- NORC Program

Hours: Monday-Friday- 9am-5pm (35 hours/ Week)/ fully in person

Staff reports to: Pelham Parkway NORC Program Director

Overall Description:

The case manager delivers case assistance and case management services to all older adults age 60 and over living in the Pelham Parkway Houses and Boston Road Plaza. The case manager is instrumental in furthering the NORC program's mission to enhance the quality of life and independence for older adults as they age in place in their community. The case manager works under the joint supervision of the Program Director and the Chief Operating Officer of Bronx House.

Duties and Responsibilities:

- Engage older adults in their homes, in the NORC office, and in other community settings to gather information about their strengths, needs, abilities, and preferences
- Assess older adults' presenting problems using a multidimensional psychosocial assessment, the health indicators survey tool, and the Patient Health Questionnaire (PHQ-9)
- Partner with older adults to establish a plan of care to address presenting problems
- Implement interventions indicated by the plan of care, including benefits and entitlements, advocacy, referral to community resources, problem-solving, and supportive contact
- Maintain regular contact with older adults to ensure timely follow-up to presenting problems

- Update older adults' contact information, consents, and assessment data on an annual basis
- Evaluate older adults' plan of care to ensure that the services provided are effective
- Participate in case conference and bi-weekly team meetings with NORC program staff
- Provide regular updates to the Program Director about older adults' presenting problems
- Respond to crisis situations as appropriate
- Lead the weekly NORC health promotion activities and assist with other group programming
- Answer incoming telephone calls and greet older adults as they come into the NORC office
- Document all services provided to and on behalf of clients in the electronic database via detailed case notes and submit monthly worker logs
- Maintain confidentiality of all client information and adhere to the New York City Department for the Aging policies and professional standards of conduct
- Provide translation assistance and content for the monthly NORC newsletter
- Attend monthly NORC Partners Meetings and trainings with outside agencies as needed
- Follow all agency policies and procedures in regards to the safety guidelines of the Covid-19 pandemic
- Other duties as assigned

Performance Target:

The Case Manager is expected to deliver at least 1000 hours of case management and /or Case Assistance services each program year (an average of 4 hours each program day).

Supervisory Responsibilities:

None

Qualifications:

- BSW REQUIRED
- Bilingual English/Spanish REQUIRED
- Knowledge of older adult issues strongly encouraged
- Self-starter
- Strong interpersonal and organizational skills
- Excellent written and verbal communication skills
- Weekend and holiday work is required from time to time

To apply, send resume with cover letter to;
Luisa Caraballo, Program Director
Senior Services at Pelham Parkway Houses- NORC Program
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