



NORC Program

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Job Description

Overall Description:

The part time Case Manager works closely with the full time case manager to deliver Case Assistance and Case Management services to older adults age 60 and over living in the Pelham Parkway Houses. The part time Case Manager works closely with the Program Director to support NORC program operations. The part time case manager is instrumental in furthering the mission to enhance the quality of life and independence for older adults as they age in place in their community. This position works under the joint supervision of the Program Director and the Chief Executive Officer of Bronx House.

Position/Title: Part time Case Manager

Location: Senior Services at Pelham Parkway Houses- NORC Program

Hours: Monday-Wednesday- Friday- 9am-5pm (21 hours/ Week)/ fully in person

Staff reports to: Pelham Parkway NORC Program Director

Duties and Responsibilities:

- Partner with the Case Manager to engage older adults in their homes, in the NORC office, and other settings to gather information about their strengths, needs, abilities, and preferences
- Implement interventions indicated in 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 resolution to presenting problems
- Update older adults' contact information and consents on an annual basis
- Participate in case conferences 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

- 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
- Assist Program Director with program operations and resource development, including program evaluation, strategic planning, statistical reporting requirements, partnerships, and responding to requests for proposals and grant applications
- Conduct outreach efforts to attract older adults to the NORC Program
- Plan and coordinate recreational and educational groups sponsored by the NORC Program
- Develop 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 part time Case Manager is expected to deliver at least 300 hours of Case Assistance services each year (an average of 2 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
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