



# Encore Community Services

*“Broadway’s Longest running Act of Loving Care”*

**Job Title:** Chief Operating Officer  
**Supervisor:** Executive Director  
**Job Status:** Full Time  
**Job Hours:** 35 hours per week  
**Compensation:** Commensurate with experience

## **About Encore**

For over 40 years, Encore Community Services has provided care and services to the elderly of the Clinton, Times Square, Chelsea, and West Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of services for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. “By nurturing, respecting and empowering, Encore hopes to improve the quality of an older person’s life, in an approach that emanates from the core of Encore’s commitment: a belief that what we do comes from the heart, and the heart is the center of it all.”

Encore’s staff members ensure and demonstrate through their actions, the promotion of fundamental rights and protections for all the people they serve. This includes the practice of always treating people with dignity and respect. It also includes providing, to the best of their ability, support services that give people the opportunities to improve their health, wellbeing, and a sense of security, using natural supports, positive relationships and opportunities for integration in the community and between generations.

## **Our Services**

### *Services for Homebound Seniors*

Encore’s Home Delivered Meals Program is responsible for the delivery of over 1,200 meals a day (over 350,000 meals a year) to eligible homebound seniors throughout the West side of Manhattan. Encore also offers Friendly Visiting and Shop and Escort Services for Homebound Seniors who are frail, isolated, and generally unable to leave their homes.

### *Social Services at Encore’s Senior Center*

Located right in the heart of New York City’s Theater District, the Encore Senior Center serves up to 80,000 home cooked sit-down meals every year to over 1,800 seniors and offers a variety of programs including: Education and Recreation, Health Promotion, Information, Case Assistance, and Entitlement Support.

### *Supportive Housing for Formerly Homeless Older Adults*

The Encore 49 Residence is a model for supportive housing for formerly homeless elderly and those with a history of mental illness. With a staff of social workers on site, Encore 49 residents are provided supportive and clinical services that help them lead safe and independent lives.

### *Affordable Housing for Older Adults*

“Encore West” provides very low-income seniors with fully equipped apartments, a library, laundry and kitchen facilities, a community room and a spacious garden, making it a true and comfortable home for the close to 100 seniors who live there. It was constructed in 2007 in order to address the need for affordable senior housing in the city.



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## **Position Summary**

The Chief Operating Officer (COO) is a key member of the Executive Management Team who participates in long-term strategic planning for the organization. The COO reports directly to the Executive Director and will oversee all of Encore's internal operational functions including finance, programming, and human resources. By setting comprehensive goals for both performance and growth, the COO leads employees and encourages maximum performance and dedication. This requires entrepreneurship, self-initiative, high visibility, strong communication and leadership skills and creative energy. The COO will partner with the Executive Director and Director of Development to ensure Encore's Theory of Change is completely aligned with its mission of improving the quality of life for older adults. (S)he will fulfill this charge in an innovative manner grounded in a generosity of spirit.

## **Job Responsibilities**

### **Management, Supervision, and Program Engagement**

- Oversee all internal operations of Encore Community Services by providing direct supervision and management of senior programmatic, financial, and human resource staff members;
- Provide effective and inspiring day-to-day leadership and management as well as stewardship of all Encore constituents by being actively involved in all programs and services;
- Implement and lead a continuous quality improvement process throughout all program and service areas;
- Promote regular and ongoing opportunities for all staff to give feedback on program operations;
- Recruit, hire, evaluate, mentor and retain a high-performance team. Manage low performing staff professionally and directly;
- Create and implement a comprehensive employee performance evaluation process;
- Ensure that all program activities operate consistently, ethically, and in full alignment with the mission and values of Encore;
- Identify site-based problem areas and establish measurable targets and strategies for performance improvement;
- Monitor clients' level of satisfaction with programs to ensure continued engagement.

### **Financial and Contractual Oversight**

- Ensure the continued financial viability of Encore's program/service units through sound fiscal management and accurate data records;
- Ensure the maintenance, oversight and development of appropriate policies and procedures consistent with State, Federal and local mandates;
- Prepare and submit an annual operational budget to the Executive Director for review and approval, subsequently effectively manage operations according to approved budget;
- Manage the procurement processes and coordinate material and resource allocations;
- Liaise between the program and finance teams and promote collaboration among those teams to ensure efficiency in operations so Encore can maximize cost savings without compromising quality. Specifically, ensure Encore has economies of scale, purchasing power, and other cost efficiencies;
- Manage relationships with external partners/agreements with vendors; support the controller and program leaders with managing those relationships;
- Assist with contract negotiations and implementations as needed;
- Ensure that Encore operates with legality and conforms to established norms and protocols, and in full compliance with public and private funding sources and all regulatory agencies.



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## **Facilities and Capital Management**

- Ensure all aspects of Encore’s residences are fully up to code and in compliance with various City, State, and Federal agency regulations;
- Ensure the day-to-day operations and maintenance of Encore’s facilities, including buildings that Encore owns and rents out;
- Collaborate with managers in any renovations or equipment upgrades needed at all sites. This also includes keeping current certificates and documentation required by the Fire Department, Buildings Department, Health Department and funding sources.

## **Strategic Planning and Stewardship**

- Support and partner with the Executive Director and Board of Directors to create and lead a comprehensive and integrated service model that will change the way social services are delivered to the aging community with an eye to replication of that model across New York City;
- Partner with the Executive Director to represent Encore with external funders and constituency groups, including community, governmental, and private organizations;
- Assess policies to identify emerging trends in the nonprofit sector; especially in the areas of aging, senior services and intergenerational program models;
- Build and support mutually beneficial relationships with external partners (including elected officials, funders, partners and development professionals);
- Facilitate the identification and tracking of appropriate benchmarks and milestones to measure progress toward the desired outcomes;
- Utilize data to support the development and enhancement of innovative programs and services;
- Initiate new approaches to support the organization’s mission and goals;
- Support efforts to increase awareness of Encore’s programs, including, but not limited to, fundraising, marketing and policy;
- Attend with or represent the Executive Director in his absence at meetings or other required events;
- Attend board meetings, and at the request of the Executive Director prepare and deliver reports and presentations to Encore’s Board of Directors;
- Other responsibilities assigned by the Executive Director

## **Qualifications**

- Above all else, a passion for the mission of improving the quality of life for Older Adults;
- Master’s degree in business administration, public administration, finance, law or a related field preferred;
- Proven experience as Chief Operating Officer or other relevant role;
- Prior nonprofit experience in Human Service related fields, preferred;
- Experience managing business functions such as HR, finance, marketing, etc.;
- Demonstrable competency in strategic planning and business development;
- Experience with government funding and negotiations;
- Experience in fundraising will be a plus;
- Expert knowledge of data analysis and performance/operation metrics;
- Working knowledge of IT/Business infrastructure and MS Office;
- Ability to work flexible hours or change schedule as necessary;



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## **Skills**

- Outstanding organizational and leadership abilities;
- Outstanding Communication and people skills;
- Excellent interpersonal and public speaking skills;
- Aptitude in decision-making and problem-solving, ability to exercise sound judgement and common sense;
- Ability to establish and maintain constructive relationships with co-workers, participants and administration by promoting a positive work environment;
- Ability to recognize potential problems/complications and act appropriately;
- Ability to motivate and encourage positive morale among staff;
- Ability to accept supervision and direction;
- Ability to understand, interpret, and effectively communicate instructions both orally and in writing;
- Ability to deal well with the public under stressful and possibly difficult situations;
- Ability to understand Federal, State and City employment rules and regulations.

## **Why Should you apply?**

- Harness your leadership, management expertise, and people skills to help lead a well-respected nonprofit organization in achieving its mission to improve the quality of life for Older New Yorkers
- Salary is Competitive and Commensurate
- 403(b)thrift match after the first year of Employment

**How to apply:** email **Resume** and **Cover Letter** to [jobs@encorecommunityservices.org](mailto:jobs@encorecommunityservices.org)

In the subject line, please indicate **“Chief Operating Officer”**

*Due to the high volume of applicants, only qualified candidates will be contacted.*

*Encore Community Services offers excellent benefits and is an Equal Opportunity Employer/Program*