



Location: 312 East 109th Street, New York, NY 10029

Catchment Area: Manhattan (Community Districts 1-11) and Roosevelt Island

Position Type: Full-Time, In-Person

Reports to: Director, Elder Justice Unit

About Carter Burden Network (CBN)

Carter Burden Network promotes the well-being of older adults aged 60 and older through a continuum of services, advocacy, arts and culture, health and wellness, and volunteer programs. We are dedicated to supporting older adults to live safely and with dignity. CBN is partially funded by NYC Aging (formerly the NYC Department for the Aging). For more information about our organization, visit www.carterburdenetwork.org.

Position Overview

The **Social Worker** will work closely with the Director and team members of the **Elder Justice Unit**, which provides crisis intervention/supportive counseling and case assistance for older adults experiencing elder abuse in family or intimate partner relationships. This role involves conducting in-depth client assessments, developing tailored safety plans, and connecting clients to appropriate community support services.

The Social Worker will manage a caseload of at least 30-38 clients, accepting an average of **6 new clients per month (72 per year)** and providing **1,400 hours of case assistance and counseling annually**.

Key Responsibilities

Assessment and Interventions

- Conduct comprehensive assessments for older adults experiencing abuse and develop individualized service and safety plans.
- Provide social services, case assistance, and crisis intervention for clients in Manhattan (CD 1-11) and Roosevelt Island.
- Make home visits as needed to assess risk and provide direct support. Coordinate office/community visits as appropriate
- Develop plans with clients and families to stabilize crises and monitor situations for ongoing risk.
- Stay informed on trends in elder abuse, gerontology, and trauma-informed intervention strategies.

Care Coordination

- Work collaboratively with clients, families, caregivers, and other professionals to implement and adjust care plans based on evolving client needs.
- Evaluate and assist clients in obtaining entitlements, benefits, and services.
- Connect clients to external agencies and, in some cases, prepare initial documentation for applications before transitioning clients to permanent case management.
- Maintain working relationships with legal services, law enforcement, and healthcare providers to facilitate client support.

Communication and Documentation

- Maintain accurate case records, complete assessments, and track required statistics.
- Utilize DFTA STARS/PeerPlace for client assessments and data entry.
- Represent CBN at CEMAPP (Community Elder Mistreatment and Abuse Prevention Program) meetings for training and information-sharing.
- Prepare and present outreach and educational materials to raise awareness about elder abuse.

Outreach and Community Education

- Assist the Director in developing and implementing outreach strategies to identify and support at-risk older adults.
- Organize, schedule, and deliver 18 educational programs per year to professionals, community members, and older adults.
- Participate in staff meetings and in-service training within the agency.

Additional Responsibilities

- Exhibit knowledge of community resources and effectively utilize them for client support.
- Uphold the mission of CBN in all client interactions.

- Perform additional tasks as assigned to meet program and client needs.
- Foster a collaborative and professional work environment.

Specialized Knowledge and Skills

- **Elder Justice and Crisis Intervention:** Understanding of elder abuse dynamics, safety planning, and trauma-informed care.
- **Case Management & Advocacy:** Experience in service coordination, client advocacy, and benefits navigation.
- **Cultural Sensitivity/Humility:** Ability to work effectively with diverse populations, including individuals from varying socioeconomic backgrounds.
- **Legal and Ethical Considerations:** Familiarity with elder justice laws, mandated reporting, and ethical social work practices according to NASW Code of Ethics
- **Data Systems Proficiency:** Experience with DFTA STARS/PeerPlace or similar case management systems preferred.

Qualifications

- Master's Degree in Social Work (MSW) with LMSW license (or ability to obtain within one year of hire).
- Experience working with older adults and vulnerable populations.
- Strong written and verbal communication skills.
- Ability to effectively manage time and caseload priorities.
- Computer proficiency, including Microsoft Office and database systems.
- Preferred: Bilingual candidates who speak Spanish, Cantonese, or Fuzhou.

Supervisory Responsibilities

The Social Worker does not have direct supervisory responsibilities but is expected to provide guidance and support to case assistance workers, interns, and volunteers as needed.

Work Environment & Physical Demands

This role requires resilience, strong emotional intelligence, and the ability to handle high-acuity situations involving older adults experiencing abuse, neglect, and crisis situations. The Social Worker must be mentally and emotionally prepared to navigate complex cases that may involve trauma, legal interventions, and ethical dilemmas.

- The position is based in an office environment but involves frequent off-site work, including home visits, community outreach, and inter-agency meetings within Manhattan and Roosevelt Island.
- The work environment can be fast-paced and emotionally demanding, requiring the ability to remain calm under pressure, assess urgent situations quickly, and provide trauma-informed support to clients.
- High levels of empathy, patience, and problem-solving skills are critical to effectively assist individuals in distress.
- The role involves long periods of sitting, working on a computer, and engaging in phone and in-person conversations.
- Some lifting (up to 15 lbs.) may be required for outreach materials, office supplies, or event setup.
- Travel within the service area is required, sometimes on short notice, to respond to client needs.
- Occasional evening or weekend hours may be necessary for outreach events or emergency client interventions.

Application Instructions

To apply, please upload the following documents as a PDF (preferred) or Word document [here](#):

- **Letter of Interest**
- **Resume**
- **Contact Information for Three Professional References**

If your background and experience align with the role, a member of our team will contact you directly.

CBN is committed to fostering a workplace where employees bring their whole selves to work **and** celebrate our diverse community.

CBN is an equal opportunity employer committed to providing employment and advancement opportunities without discrimination based on race, color, religion, gender, gender identity, sexual orientation, age, national origin, disability, veteran status, or any other protected characteristic.