

Service Coordinator

POSITION DESCRIPTION



TITLE:	<i>Service Coordinator</i>
JOB CLASSIFICATION:	<i>Non-Exempt</i>
SUPERVISION EXERCISED:	<i>None</i>
SUPERVISOR:	<i>Director of Supportive Services</i>
DATE:	<i>October 2017</i>

JOB DESCRIPTION/SUMMARY

Assumes responsibility for case management function within the assigned facility. This function includes development of contacts with service providers and agencies for resident referrals and the ongoing case management responsibility. Educates residents on available services and monitors provisions of services. Works in conjunction with the property manager and other management staff at the facility.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

- Assists and educates residents and families of the services which may be necessary to maintain a self-reliant lifestyle.
- Promotes wellness activities for all residents.
- Educates residents, families and staff on available community resources.
- Assists residents in building informal support networks among themselves and with family members.
- Acts as a liaison between community agencies, service providers, and residents.
- Works as a team member with the Property Manager in serving residents (follow-up on resident situations with Manager that may need supportive services).
- Encourages residents to be proactive in meeting their social and physical needs.
- Facilitates meeting of needs when necessary, but avoids the creation of unhealthy dependence.

- Uses the least drastic intervention necessary to alleviate a problem situation.
- Assists residents to understand lease and tenancy obligations.
- Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory. May also manage such services when appropriate.
- Performs service management function for all residents requesting assistance. Provides case management (i.e.: evaluation of social and physical needs), will develop a service plan for each client when such service is not being provided by the general service community.
- Educates residents on service availability, application procedures, resident's rights, etc., both individually and as a group.
- Reports all suspected abuse situations to the appropriate agency.
- Sets up volunteer support programs with service organizations in the community.
- Assists residents in assuring they receive adequate, timely and cost effective provision of services.
- Meets with service providers as needed and appropriate.
- Assembles a directory of community services and makes it available to residents, families, and management.
- Assists management in identifying residents who need assistance.
- Helps with physical needs (i.e.: eye glasses, walkers, wheelchairs, tub chairs, foot clinics, and hearing aids).
- Documents contact with residents, providers, and families.
- Maintains individual files on residents which will contain the following: Initial Assessment, quarterly review and follow-up, human or civil rights abuse, resident/family meeting notes, confidentiality statement, privacy act notice, progress notes, and termination form when file is closed.
- Secures resident files in a protected area to insure confidentiality.
- Completes U.S. Department of Housing and Urban Development (HUD) semi-annual report in an accurate and timely manner (copy of report must be submitted to the Director of Supportive Service).
- Pursues avenues for additional services through private, local, state, and federal sources.

ESSENTIAL JOB REQUIREMENTS

- Treats people with respect and work with integrity and professional ethics, upholding the agency's value and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
- Attend scheduled meetings with Director of Supportive Services and other supportive service staff to discuss various items of concern and/or interest of both parties.
- Maintains the utmost confidentiality of all applicant and tenant information.
- Must be a team player and act at all times in a manner that is in the best interest of the GJHA.
- Uses a time management system and other organizational tools set up by the GJHA to organize tasks and manage time effectively.
- Responsible to maintain desk in a neat and clean manner. No information relating to applicants and tenants, including files and computer screens, should be visible to office visitors or left on the desk after work hours.
- Must have the ability to work independently in a shared work environment.
- Minimal of out-of-town travel is required for occasional training seminars.
- Minimal evening or weekend work time required
- Makes rational and appropriate decisions. Communicates clearly and professionally verbally and in writing.
- Maintains the utmost confidentiality of all applicant and tenant information.

QUALIFICATIONS

A Bachelor Degree of Social Work or Degree in Gerontology, Psychology or Counseling is preferable. However, individuals without a degree, but with 2 – 3 years of appropriate work experience will be considered

- Demonstrates working knowledge of community services in the region with particular knowledge of services that are provided to the elderly and disabled.
- Trained in the aging process, elder services, disability services, drug and alcohol abuse and Medication abuse and mental health issues.
- The ability to exercise independent judgment and initiative, and work with minimal supervision.
- Aware of eligibility for and procedures of federal and state entitlement programs.

- Knowledge of legal liability issues relating to providing service coordination
- Good oral, written, problem solving, and organizational skills in addition to strong advocacy capabilities.
- Requires a valid Colorado Drivers License and the ability to be insured at standard rates.
- Criminal background checks are required and a pre-employment drug screen will be required.

Signature

Date