



Service Coordinator Job Description

Program: Housing & Community Services

Reports to: Service Coordination Manager

Job Location: Assigned Property

Position Status: Full-time Part-time PRN

FLSA Classification: Exempt Non-exempt

Salary Range: \$24.00/hour

Responsible for the service management function for older adult residents and families within assigned facilities. May provide information counseling, information, and referral, plan educational programs, coordinate volunteer opportunities, link with outside service agencies, and negotiate affordable services as needed. Works as an advocate for residents and families. Spanish bilingual required.

Essential Responsibilities:

- Conduct comprehensive assessments of resident's needs and develop a service coordination plan as needed. Provides limited case management when such service is not being provided by the general service community.
- Assist and advise residents and family members of the services which may be necessary to maintain a self-reliant lifestyle or support resident in the residence.
- Monitor the delivery of services to residents to ensure they are appropriate, timely, and satisfactory (may also manage services when appropriate).
- Educate residents on community resources, service availability, application procedures, resident's rights, etc., both individually and in a group.
- Advocate and may negotiate on behalf of residents for adequate, timely and cost effective provision of services.
- Provide mediation services of resident's disputes as appropriate.
- Provide short-term, intensive case management to residents who are at high risk of moving out of the property.
- Meet with service providers as needed and as appropriate, including hospital discharge planners.
- Assist management in identifying residents in need of assistance if appropriate.
- Train and educate staff and volunteers regarding needs of older adults, services, and interventions that support residents and promote a sense of community.
- Promote community involvement of residents.
- Comply with HIPAA confidentiality and privacy guidelines.
- Maintain accurate files and program data.
- Generate reports as requested.
- Gather data and program evaluation activities as assigned.
- Perform other duties as assigned.

Competencies:

- Knowledge of aging process and professional practices in aging and disability services.
- Familiarity with health and human services systems including eligibility process.
- Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program, residents, and volunteers with supervision.

- Ability to problem-solve and advocate effectively.
- Ability to work a flexible schedule.
- Ability to articulate clearly in both verbal and written communications; ability to speak to groups of all sizes.
- Ability to effectively orient and train volunteers.
- Proficiency with Microsoft Office Software applications (with emphasis on Word and Outlook).
- Ability to develop productive relationships with clients, families, other professionals, coworkers, and volunteers.
- Ability to interact in a positive manner in person and on phone.
- Ability to make constructive use of professional supervision.

Education and Experience:

- Bachelor's degree in human services or related field.
- Two years' experience working with older adults.
- Demonstrated knowledge of community resources and services.
- Ability to work independently, effectively respond to changing priorities, and complete assignments.
- Basic skills in Microsoft Office applications, including Outlook and Word.
- Must have reliable transportation and valid Texas Driver's License.
- Preferred bilingual Spanish speaker

Licenses and/or Certifications:

- None

Work Environment:

- Ability to conduct activities at assigned property and occasionally off property, traveling 25%.
- Ability to visit residents in their apartments and perform physical tasks related to service coordination activities for residents.
- Ability to interaction with residents, volunteers, staff, family, and outside professionals in person.
- Ability to spend a significant amount of time on the phone and computer.
- Ability to perform the essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards.
- Must be able to lift and carry up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date:

