

## Family Eldercare Service Coordinator Job Description



Program: Housing & Community Services	Reports to: HACA Team Lead
Job Location: Multiple properties/Floater	Position Status: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> PRN
FLSA Classification : <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	Salary Range: \$25.52-26.25/hour

Responsible for the service management function for older adult residents, adults with disabilities, and families within assigned facilities. Essential duties include information and referral, benefits enrollment, housing stability services (assist with financial resources, in home supports, basic needs), link with outside service agencies, short term case management, crisis intervention, educate residents/families about services, advocate for residents and families.

### 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.
- Assist management in identifying residents in need of assistance if appropriate.
- 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.

**Licenses and/or Certifications:**

- None

**Work Environment:**

- A floater conducts work in person, traveling to multiple properties and occasionally remote/off property.
- 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 consistently 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 10 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:**