



Service Coordination Team Leader-
HUD 202 group

Program: Housing & Community Services

Reports to: Service Coordination Manager

Job Location: PT Oak Springs/Franklin Gardens, PT hybrid remote

Position Status: ☒ Full-time ☐ Part-time

FLSA Classification: ☒ Exempt ☐ Non-exempt

Salary Range: \$55,785– 60,008.00 Annualized

The Team leader is responsible for oversight of service coordination and programming provided at assigned properties.

Essential Responsibilities:

- Participates in program planning and community outreach to develop and promote services.
- Develop, monitor delivery of, track and report on program services, outcomes, and performance measures; plan and implement quality assurance plan for program.
- Oversee development of service projects and expansion activities.
- Develop professional contacts and relationships to support program goals, including identification of partners to provide funding sources and services for program (hospitals, discharge planners, etc.).
- Conduct community outreach presentations and speaking engagements to increase project awareness.
- Produce scheduled program reports as requested.

Service Coordination:

- Function as service coordinator providing direct services as assigned.
- Conduct comprehensive assessments of resident's needs and develop a service coordination plan as needed. Provide limited case management when such service is not being provided by the general service community.
- Advocate, Assist, educate, and advise residents and family members of services needed to maintain a self-reliant life; Promote community involvement
- Conduct pre-and post-intervention surveys to measure service effectiveness
- Provide mediation services for resident disputes
- Maintain accurate files and program data.
- Perform other duties as assigned.

Supervisory Functions:

- Provide first level supervision and support to team members; Supervise Program Interns.
- Utilize Supervision Tools for employee development and provide Service Coordinator performance feedback to Program Director for performance evaluations.
- Assist Manager with the training and orientation of new service coordination staff.
- Provide service coordinators with support and guidance in a group setting to enhance service provision. Facilitate group discussions surrounding clients, resources, training, and department needs.
- Identify staff knowledge and skills necessary to complete work activities and provide training opportunities to enhance and improve staff performance.

Competencies:

- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and

providing exemplary customer service.

- Ability to work independently and to carry out assignments to completion with moderate supervision.
- Ability to provide leadership, mentor staff, and supervise.
- Ability to coordinate caseload assignments, committee activities, and special projects.
- Ability to perform assessments and make appropriate referrals.
- Ability to identify and recommend appropriate interventions.
- Ability to develop client budgets and maintain financial records per standards.
- Knowledge of community services, resources, and entitlements and how to access them.
- Ability to work with Microsoft Office (with emphasis on ACCESS) and Quicken.
- Ability to develop productive relationships with clients and volunteers.
- Ability to work independently, organize work efficiently, prioritize response to changing needs of clients and volunteers.
- Ability to keep accurate and organized records.
- Ability to interact in a positive professional manner in person and on the phone.
- Ability to articulate clearly in both verbal and written communications.
- Ability to make constructive use of professional supervision.

Education and Experience:

- 2 years experience working with older adults and/or adults with disabilities.
- Experience and ability to analyze reports and data to identify trends and to manage teams.
- Prefer Bachelor's Degree in a Human Service field, previous supervisory experience.
- Intermediate level skills in Microsoft office suite.

Work Environment:

- Work duties occur at assigned residential properties (60%), traveling to properties of staff supervised (15%), and hybrid-remote (25%).
- A significant amount of time is spent on the computer.
- Requires a significant amount of face to face interaction and phone contact with program staff, clients, and outside professionals.
- May occasionally involve physical tasks related to assistance of clients with care plan goals.
- Ability to safely and successfully perform essential job functions consistent with ADA, FMLA and other federal, state, 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 willing and able to perform all job functions, duties, and responsibilities. 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 organizational policies, procedures, practices, guidelines, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date:

