

Job Description for a Service Coordinator for a Senior Development

Position: Service Coordinator

Reports To: _____ [Management/Service Provider]

Purpose: To improve the viability of the housing development and improve the quality of life for residents. This is accomplished by increasing residents' access to services and by facilitating their participation in programs that enhance their physical, social, and mental well-being.

General Duties and Responsibilities

- Provide general assistance and advocacy related to supportive and social services to all residents; provide up-to-date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Develop and maintain linkages with community resources such as the Area Agency on Aging (AAA) and the PA Link to Aging and Disability Resources to remain current regarding information and services available to address resident needs.
- Refer and link residents to supportive services available in and provided by trusted partners/resources in the general community. Such services may include, but are not limited to, case management, personal assistance, homemaker services, meals-on-wheels/congregate meal provision, transportation, counseling, visiting nurse, preventive health screening/wellness training, and legal advocacy.
- Act as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
- Work cooperatively with residents and their families when planning for relocation to a nursing home or other long-term care facility is required.
- Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring educational, recreational, and therapeutic programs for resident participation.
- Address the social and recreational needs of the senior community with the assistance and participation of the resident.
- Identify leaders among the residents to volunteer to manage aspects of the service program and social and recreational functions in the development. Encourage volunteerism.
- Educate residents to services available on-site and in the community.
- Create new services or increase the availability of existing services to meet resident needs.
- Empower residents to meet their own needs through education, training, and accessing services for themselves.
- Create and distribute brochures, newsletter.
- Document contact with residents, providers, and families. Keep resident files current.

- Prepare reports regarding service provision and update service plan in accordance with governing bodies. Assesses, counsels, recommends and/or resolves resident issues impacting resident's personal life, health and well-being, and refers residents to suitable community services and resources as appropriate.

Qualifications

The Service Coordinator position requires an ability to work in a complex and non-traditional human service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with persons with disabilities and the elderly is essential.

Suggested Education and Training Requirements

- Bachelors Degree in Social Work, Psychology, Gerontology, Counseling, or related specialty OR significant work experience relevant to the position
- Certificate in Elder Service Coordination awarded by PHFA in collaboration with California University of PA Rural Communities Institute
- Master of Social Work may be required in situations in which Resident Service Coordinator supervises social work students, interns, non-professionals, or paraprofessionals
- Participate in ongoing training and networking programs like PHFA Housing Services Conference, Webinars, Workshops and Regional Forums.