

Job Description for a Service Coordinator for a Family 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 Responsibilities

The Service Coordinator acts on behalf of [Management/Service Provider] in collaboration with the Property Manager and with the supervision of the [Management/Service Provider] to develop and implement supportive services at the assigned development(s). He/she works as a member of the site's management team and is accountable to the site manager. Supervision is provided by the [Management/Service Provider]. It is the responsibility of the Service Coordinator to ensure that the needs of the residents are balanced with the priorities and standards of [Management/Service Provider]. Regular evening and weekend hours are required.

Specific Duties

- Develop and implement supportive service programming in collaboration with residents, management, and local community service providers.
- Provide ongoing outreach services to identify individuals who would benefit from services, recruit volunteers, and identify program and service gaps.
- Act as a liaison to local human service providers and represent [Management/Service Provider] on various task forces and community groups.
- Coordinate the delivery of services with local human service providers.
- Maintain all necessary information regarding services to residents.
- Oversee and/or provide crisis intervention, case management, and follow-up services to referrals from management, residents, or other agencies.
- Support resident efforts in community building initiatives.
- Identify funding for new and expanded programs in the development.
- Assist other department staff in understanding and participating in the goals and programs initiated by resident services.
- Review and submit all billing and program reports required by funding sources, monitoring entities, and [Management/Service Provider].
- Attend all required meetings and prepare and participate in additional and/or special projects as required from time to time by [Management/Service Provider].

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 the children and families, persons with disabilities, and the elderly is essential.

Suggested Education and Training Requirements

- Bachelors Degree in Social Work, Psychology, Counseling, or related specialty OR significant work experience relevant to the position
- 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.