

## **POSITION DESCRIPTION:**

Position: Service Coordinator  
Program: Affordable Housing  
Reports to: Community Administrator

Status: Non-exempt  
Date Revised: 6/2017

## **POSITION OVERVIEW:**

This position is responsible for developing, implementing, and maintaining a case management plan including assessments, coordination of community services, follow-up and monitoring for individuals residing in Volunteers of America affordable housing programs.

## **ESSENTIAL RESPONSIBILITIES / FUNCTIONS:**

Provides general case management (including intake) and referral services to all residents needing such assistance. Establishes partnerships with other public and private agencies such as, but not limited to, AAA's/ADRC's state social service agencies, hospitals health systems and primary health providers. Routinely assess service needs in response to changing circumstance, i.e., consulting with residents returning from the hospital/rehabilitation to determine need for additional support. Conduct assessments for all residents participating in the program at a minimum of annually. May provide formal case management (i.e., evaluation of health, psychological and social needs, development of an individually tailored case plan for services and periodic reassessment of resident's situation and needs) for a resident when such service is not available through the general community. Establishes links with agencies and service providers in the community; shops around to determine/develop the "best deals" in individualized, flexible, and creative services for the involved resident(s). Assembles a directory of community services and providers and makes it available to residents, families, and management. Refers and links the residents of the project to service providers in the general community, including, but not limited to, case management, personal assistance, homemaker, home delivered meals, transportation, counseling, occasional visiting nurse, preventive health screening/wellness, and legal advocacy. Monitors the delivery of services to residents to ensure they are appropriate, timely and satisfactory. Meets with service providers as needed and appropriate. Reports all suspected abuse situations to the appropriate agency. May provide training to project residents in the obligations of tenancy or coordinate such training. Educates residents on service availability, application procedures, client rights, etc. providing advocacy as appropriate. May set up volunteer support programs with service organizations in the community. Helps the residents build informal support networks with other residents, family and friends. May educate other staff on the management team on issues related to aging in place and service coordination, to help them to better work with and assist the residents. Ensures that the cost of service providers does not exceed the resident's ability to pay or place undue financial burden on the resident. Develop service plans with the residents that help address the needs and/or interests identified through the assessments (a plan is required for all frail residents). Ensure that all residents have access to a Primary Care Provider.

## **ADMINISTRATIVE RESPONSIBILITIES:**

Documents contact with residents, providers, and families as well as follow-up of all out-reach and case management activities.

Maintains individual files on residents which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency.

Completes documentation and reports to comply with contractual agreement and Volunteers of America requirements, including but not limited to client demographic statistics, regulatory and funding source requirements, support services provided and referrals accepted, with copies given to the supervisor, quality assurance administrator, and the community administrator in an accurate and timely manner.

Pursues avenues for additional services through private, local, state, and federal sources.

Perform other reasonable related duties as assigned by Community Administrator.

#### REQUIRED/MINIMUM QUALIFICATIONS:

A Bachelor's Degree in Social Work, Gerontology, Psychology, Counseling, Public Health, or Therapeutic Recreation is preferred.

Demonstrated working knowledge of services available in the community, with particular knowledge of services that are provided for the population living in the facility.

Training in the aging process, elder services, disabled services, drug and alcohol abuse and mental health issues.

Awareness of eligibility for and procedures of federal and state entitlement programs.

Awareness of legal liability issues related to providing service coordination.

The appropriate professional license where applicable.

At least two years of experience conducting supportive service needs assessments and using such assessments to identify and locate specific services that address individual residents' needs.

Knowledge of the aging pathology, elder services, disability services, eligibility requirements for applicable federal and state entitlement programs, legal liability issues relating to providing service coordination, substance abuse by the elderly, elder abuse and mental health issues.

Knowledge of the process of referring individuals to the services that they require, as well as the ability to build relationships with said service providers and provider agencies.

Demonstrated working knowledge of supportive services and other resources for senior citizens and/or non-elderly people with disabilities available in the local area.

Experience building relationships with local service providers, community institutions, and local government agencies demonstrated by extensive ties to the community.

Demonstrated ability to advocate, organize, problem-solve, and achieve results for the elderly and people with disabilities.

Knowledge of community support resources, eligibility for those services, and delivery methods.

Knowledge of life-cycle issues of older persons and families, as well as the physical and mental impairments common to the aging process.

Experience working with older persons in a direct service capacity.

Ability to establish trust, listen, and assist residents in defining their problems, while identifying possible solutions and resources and helping residents decide the best course of action.

Ability to seek input from residents, research possible service vendors, negotiate special arrangements, evaluate services delivered and make adjustments, if needed.

Demonstrated ability to advocate, organize, problem solve and provide results for residents served.

#### PREFERRED SKILLS:

Excellent communication, writing, and problem solving skills

Ability to assist and motivate other people

Organizational skills

Analytical and decision making ability

Statistical and mathematical skills

Computer skills

Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Community Administrator. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

None

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Service Coordinator is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Community Administrator.

**This Service Coordinator job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_

Date Signed \_\_\_\_\_