

Del Norte Senior Center
Service Coordinator
Non-Exempt Hourly Position

Program: Senior Services/Redwood Cove

Supervisor: Program Manager

Description:

Under the general supervision Program Manager, the position performs case management functions; provides service referrals, facilitates educational presentations; coordinates volunteers; and performs other related duties in support of the residents of a 39-unit, HUD subsidized independent living housing complex for the elderly and for the larger senior community.

Essential Duties and Responsibilities

- Work cooperatively with staff and management; maintain a pleasant and professional attitude and demeanor in all interactions with staff, management, clients and the community.
- Maintain a working knowledge of, and positive working relationship with community services for the elderly and their families; participate in community collaboratives as assigned; help identify and address gaps in services as appropriate.
- Assess resident and eligible client needs and provide education and support as necessary to facilitate access to appropriate services, including assistance and guidance with application processes; interpreting program communications; and eliminating barriers to accessing services. Assessment may require initiating contact with residents or eligible clients to proactively offer assistance and to follow-up on previously provided guidance.
- Act as a liaison and advocate assisting residents and eligible clients with accessing services and interacting with management and outside organizations. Liaison and advocacy activities may include, but may not be limited to, assisting clients to complete forms, arrange payment schedules, correct errors, connect with supportive services, address management concerns or violation notices, and solve “bureaucratic” problems.
- Assist with situations requiring immediate-intervention or crisis management.
- Assist Redwood Cove management and occupancy staff to assess applicant and resident initial and ongoing ability to safely live in an independent-living setting; assist residents with transition to higher-level care when necessary.
- Facilitate and/or conduct educational workshops on topics of interest to residents and clients, such as healthy aging, exercise, specific health topics, consumer protection, fraud prevention and other topics as appropriate.
- Facilitate the formation and maintenance of support, activity and interest groups and networks for seniors and their families, including technology-based services designed to decrease isolation and promote independence.
- Facilitate Redwood Cove tenant association meetings. Take minutes and make notes for management review and action as necessary and appropriate.
- Recruit, screen, place and coordinate the activities of volunteers for the Senior Center, Redwood Cove and appropriate community programs.
- Maintain complete and accurate records, including case management notes, client files and participation data as necessary for the specific program or programs in which residents,

eligible clients and volunteers are participating. Record-keeping includes the maintenance of paper files, documents and computer database information.

- Complete periodic program reports as assigned, including HUD service coordinator reports.
- Other related duties as assigned.

Knowledge, Skills & Abilities

- Ability to read and write English at a college level and to follow written and oral instructions. Ability to maintain organized records according to HUD and various other program requirements.
- Ability to interpret program regulations; application and continuing eligibility requirements; program notices; and a variety of other official communications from HUD and various governmental, insurance, health care or other sources and to explain same to clients and residents.
- Ability to prioritize work and meet multiple demands in a timely manner with minimal supervision
- Ability to remain calm in stressful situations and to make clear and well-thought-out decisions.
- Ability to work as a team and maintain professional working relationships with a variety of different personalities, including the ability to maintain positive relationships with clients within acceptable professional boundaries.

Physical Abilities

- Good physical health sufficient to fulfill all the essential duties and responsibilities of the position. The ability to maintain proper physical hygiene; ability to sit for long periods; ability to speak and understand English sufficiently to communicate with service providers and clients both in person and by telephone; and the physical ability to operate computers and other office equipment with or without adaptive assistance.

Licenses and Certificates

- Must maintain annual continuing education requirements for HUD Service Coordinator.

Working Conditions

- Work is performed indoors in an office environment, but may require visits to the homes of prospective apartment residents or home-bound elderly clients.

Minimum Requirements

- College coursework equivalent to an Associate of Arts degree in social work, psychology, counseling or a closely related field; Bachelors degree highly desired.
- Two years experience in case management or social service delivery; prior experience working with the elderly and their families highly desired.
- Any other combination of education and experience that demonstrates the ability to perform the essential duties and responsibilities of the position will be considered.
- Working knowledge of Microsoft Office word processing and spreadsheet applications; e-mail and other commonly used office software; ability to learn program-specific software.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received a copy of this job description and understand the duties and qualifications expected of me.

Employee Signature

Date