



## **Job Description**

### **Job Title – Service Coordinator**

#### **Nature of Work:**

Reporting to the Resident Services Manager, the purpose of the Service Coordinator position is to 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.

In addition to assisting residents daily, the Service Coordinator must also regularly collaborate with team members and external partners.

#### **Job Essentials:**

- Commitment to core values of Excellence, Compassion, Stewardship, and Inclusiveness.
- Possess the ability to comprehend the importance of and confidential nature of all information.
- Speak, write, read and understand the English language well enough to perform the essential duties of the job.
- Ability to meet deadlines.
- Reliable transportation and possession of valid driver's license. May be required to travel throughout the day and commence the workday at different locations.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform the required tasks.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.
- Demonstrate critical thinking skills, along with a self-motivated and goal-oriented attitude.
- Able to lift 10 pounds.

#### **Job Duties:**

- For locations in which participation with regulators such as the U.S. Department of Housing and Urban Development (HUD), the U.S. Department of Agriculture – Rural Development (USDA-RD), the Pennsylvania Housing Finance Agency (PHFA) and/or others, regulatory guidelines and additional training/continuing education must be complied with as detailed in HUD's Service Coordinator Guidelines, Resource Guide and/or other program material issued by any related program.
- Provides general assistance and advocacy related to supportive and social services for all residents; provides up-to-date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Develops and maintains linkages with community resources such as the Area Agency on Aging and the PA Link to Aging and Disability Resources to remain current regarding information and services available to address resident needs.
- Refers and connects 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, and transportation.

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- Educates residents on services available on site and in the community.
- Empowers residents to meet their own needs through various methods, including accessing services for themselves.
- Serves as advocate/liason for residents with management.
- Documents contact with residents and their related supports utilizing the organization's service coordination software. Keeps resident files current and in required order.
- Timely prepares reports regarding service provision and updates service plans in accordance with any organization and/or regulatory requirements.

#### **Other Duties:**

Other duties as assigned by the Resident Services Manager and/or the Executive Leadership Team. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

#### **Education and Experience:**

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. Along with this requirement, the following education and experience is sought for the Service Coordinator position:

- Bachelor's Degree in Social Work, Psychology, Gerontology, Counseling, or related specialty OR significant work experience relevant to the position.
- Willingness to participate in ongoing training and networking programs relevant to the Service Coordinator position.
- Well-developed interpersonal skills, time management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; and sound judgment and reasoning ability.

#### **Work Conditions:**

This job operates in a building containing multiple housing units. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment.

#### **Physical Demands:**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time.

#### **Supervisory Responsibilities:**

The Service Coordinator does not perform any supervisory duties.

**FSLA Status:** Non-Exempt

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**Signature:**

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Service Coordinator position.

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Employee

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Date