# TITLE: Service Coordinator

**LAST REVISED: October 19, 2015**

# REPORTS TO: Administrator

**METHOD OF PAY: Hourly**

**PURPOSE OF POSITION:**

The Service Coordinator would be responsible for assuring that the elderly, especially those who are frail and disabled, residents are linked to supportive services they need to continue living independently in their apartment. The Service Coordinator would do casework with the frail and at risk elderly residents who are in need of support. He/she would refer the residents for assessment, link them with the service providers in the community and monitor the provision of the services. He/she would work closely with management to assure that the individual is assisted in getting services necessary to continue residency, or if necessary, to assist with the decision to move to a higher level of care. As Service Coordinator, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

**ROLE AND RESPONSIBILITY:**

* Assists and advises residents and families of the services which may be necessary to maintain an independent lifestyle.
* Promotes wellness activities for all residents.
* Educates residents, families, and staff on available community resources and help them obtain benefits they are eligible for.
* Assists residents in building informal support networks among themselves and with family members.
* Acts as a liaison between community agencies, service providers, and residents.
* Encourages residents to be proactive in meeting their social, psychological, and physical needs.
* Facilitates meeting of needs when necessary, but avoids the creation of unhealthy dependence.
* Uses the least drastic intervention necessary to alleviate a problem situation.
* May assist residents or coordinate training for residents in understanding lease and tenancy obligations.
* Assists and advises residents and families of the services which may be necessary to maintain an independent lifestyle.
* Promotes wellness activities for all residents.
* Encourages residents to be proactive in meeting their social, psychological, and physical needs.
* Educates the residents on service availability, application procedures, residents’ rights, etc. both individually and as a group.
* Sets up volunteer support programs with service organizations in the community.
* Advocates and may negotiate on behalf of residents for adequate, timely and cost effective provision of services.
* Helps residents interpret mail; may fill out forms that they cannot fill out themselves; arrange utility, phone, medical, and their payment schedules; address errors or misunderstandings related to Social Security earnings, insurance billing, or death or survivors’ benefits; make funeral arrangements for a loved one; connect with hospice and bereavement counseling or supportive services; and solve other “bureaucratic” problems.
* Helps residents obtain equipment and devices such as walkers, wheelchairs, large print telephones, grab bars, hearing aids, and emergency response systems.
* Creates service management plans when appropriate
* **KEY STRENGTHS AND REQUIREMNTS:**
* Must be able to push, pull, move, and/or lift a minimum of 50 pounds to a minimum height of 5 feet and be able to push, pull, move, and/or carry such weight a minimum distance of 10 feet.
* Must be flexible in willingness and ability to work beyond normal duty hours, including weekends, and in other situations as needed to meet the requirements of Magnolia Manor residents.

**EDUCATION / EXPERIENCE:**

* BA Degree with a Concentration in Social Work, Gerontology, Psychology, or Public Health.
* Minimum of two years’ experience in Social Service Delivery with elderly population