

Service Coordinator

JL Gray

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|-------------------------|---------------------|-----------------------|-------------------|
| Job Title: | Service Coordinator | Work Schedule: | Full or Part Time |
| Reports To: | Asset Manager | Exempt Status: | Non-Exempt |
| Prepared By: | JL Gray | Last Revision: | May 9, 2013 |
| Travel Required: | Less than 10% | | |

Position Summary:

The Service Coordinator is responsible for the service management function within assigned properties. This function includes development of alliances with service providers and agencies for the ongoing service management responsibility. The Service Coordinator educates residents on available services, monitors provisions of services, and refers residents to service providers. The Service Coordinator works in conjunction with the Site Manager(s) and other staff of the properties.

Core Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Integrity

Ethical; honest; loyal; trustworthy; discreet and has character in all aspects of their life.

Communication

Ability to lead, motivate, listen, and resolve conflicts. Has a sense of humor, a positive attitude, enthusiasm, compassion and empathy. "Seek first to understand and then to be understood."

Proactive & Effective

Capable of good decision making and judgment; is a self starter, a team player, flexible; follows up and follows through. Sets and achieves goals. Takes responsibility.

Growth

Willing to learn and improve; teachable and coachable; adaptable and open minded; innovative and self aware. Has can do/will do attitude, vision. Strives to find their voice and help others find their voice.

Essential Job Functions:

Educates and informs residents, families and staff of available community resources aimed at maintaining a self reliant lifestyle as follows:

- Assists management in identifying residents who need assistance
- Promotes wellness activities for all residents
- Assists residents in building informal support networks among themselves and with family members
- Acts as a liaison between community agencies, service providers, and residents
- Works in consultation with the site manager while maintaining strict resident confidentiality
- Works as a team member with the site manager and other staff in serving residents
- Encourages residents to be proactive in meeting their social, emotional, and physical needs
- May assist residents or coordinate training for residents in understanding lease and tenancy obligations
- Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory
- Reports all suspected abuse situations to the appropriate agency
- Documents activities & contact with residents, providers, and families
- Maintains & secures confidential individual files on residents where required
- Completes, maintains & distributes reports in an accurate and timely manner
- Creates service management plan as appropriate

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Minimum Qualifications:

Basic education and experience - High school diploma or general education degree (GED) and related experience; or equivalent combination of education and experience.

Computer Skills – Windows operating system, Word Processing, Spreadsheets, e-mail, data entry, scanning, file management, Internet.

Language Skills - Ability to read and interpret documents and procedures manuals. Ability to write routine reports and correspondence. Ability to communicate effectively one on one with residents, service providers and co-workers. Must be able to speak the predominant language of the residents in addition to English.

Reasoning Ability – Ability to solve practical problems and deal with a variety of situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Transportation - Must have reliable transportation, a valid driver's license, and insurance.

A desire to work with and advocate for the elderly, individuals with disabilities, recovering substance abusers, and individuals with mental health challenges.

Work Environment:

Typical office environment. The noise level in the work environment is usually moderate and continuous, sensitivity of co-workers in close proximity required. The employee must be able to complete their work satisfactorily in an environment where there are significant distractions, including but not limited to staff, clients, and vendors walking through and conversing in the area, telephones ringing and conversations carrying over from cubicles, offices, or common areas, interruptions to answer the telephone or to answer questions from others and occasionally this position is exposed to outdoor weather conditions.

Physical Demands:

Amount of Time

| | None | Less Than 1/3 | Greater Than 1/3 to 2/3 | Over 2/3 |
|---|------|---------------|-------------------------|----------|
| Stand | | | X | |
| Walk | | | X | |
| Sit | | | X | |
| Use hands to grasp, handle, or feel | | | | X |
| Reach with hands and arms | | | | X |
| Climb all property stairs in a single day | | | X | |
| Stoop, kneel, crouch, or crawl | | X | | |
| Talk or hear | | | | X |
| Taste or smell | | X | | |

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Amount of Time

| Lift, carry, push, pull | None | Less Than 1/3 | Greater Than 1/3 to 2/3 | Over 2/3 |
|-------------------------|------|---------------|-------------------------|----------|
| Up to 10 pounds | | | | X |
| Up to 25 pounds | | X | | |
| Up to 50 pounds | | X | | |
| Up to 100 pounds | X | | | |
| More than 100 pounds | X | | | |

VISION REQUIREMENTS: Check all that apply.

- ☒ Close vision (clear vision at 20 inches or less)
- ☒ Distance vision (clear vision at 20 feet or more)
- ☒ Color vision (ability to identify and distinguish colors)
- ☒ Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- ☒ Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- ☒ Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- ☐ No special vision requirements

Employee Acknowledgment:

I have received and understand the essential duties and other requirements of my position as stated in the above job description. I am able to perform the essential duties with or without reasonable accommodations. Neither the attached material nor the processes and procedures described therein constitute or imply a contract or guaranty of employment with the employer. All employees are employed at will.

Print Name

Signature

Date