

POSITION DESCRIPTION

Title: Multifamily Service Coordinator
Reports To: Community Service Manager
FLSA Status: Non-Exempt

Summary

The Multifamily Service Coordinator reports to the Community Service Manager and is responsible for assisting in the planning, implementation, and evaluation of an on-going program of activities designed to meet the interests and the physical, mental, and psychological well-being of each resident in accordance with the comprehensive assessment. All activities must meet the proposed logic model requirements in the three-year HUD approved plan.

Duties and Responsibilities

The Multifamily Service Coordinator is responsible for the following:

- Assist with planning, implementation, and evaluation of all activities and programs.
- Complete a needs assessment to determine the interest and needs of the residents.
- Assist in developing and implementing care plans and resident assessments.
- Refer and link the residents of assisted housing to supportive services provided by the general community such as meals-on-wheels, transportation, counseling, preventive health screenings, etc.
- Educate resident on service availability, application procedures, client rights, etc.
- Provide case management when such service is not available though the general community.
- Monitor the ongoing provisions of services from community agencies and keep the case management and provider agency current with the progress of the individual. Manage the provisions of the supportive services where appropriate.
- Help residents build informal support networks with other residents, family and friends.
- Work and consult with tenant organizations and resident management corporations. Provide training to the property's residents in the obligations of tenancy or coordinate such training.
- Create a directory of providers for use by both housing staff and residents.
- Observe resident attendance, mood, behavior, and degree of involvement. Ensures that residents' attendance and participation in Activity programs are documented with reference to their response to the program noting both active and passive participation.
- Interview residents or family members to obtain activity information.
- Supervise volunteers or other agency staff, as directed.
- Prepare activity area for scheduled functions.
- Clean up activity areas after completing activity/functions.
- Create decorations, set up necessary equipment and create crafts.
- Assist in scheduling movies, planning parties, and providing games/activities for residents.
- Order and maintain adequate levels of materials to implement activity programs.
- Escort residents to and from activity area.
- Transport residents to activity functions held off site using the facility van.
- Make routine one-on-one visits to residents not able to participate in activity programs.
- Performs duties in a safe manner and comply with established policies and procedures.
- Be constantly alert for the safety of the residents.

Qualifications and Knowledge

Must possess the following requirements:

High School diploma or equivalent, two year Associate's degree from an accredited college or university in with an emphasis in Psychology or closely related.

Or

Minimum 2 years experience in social or recreational programs within the last five years, 1 of which was full-time in a non-profit agency or in a patient activities program in a health care setting.

Knowledge of the aging process, elder services, disability services, eligibility for and procedures of federal and applicable state entitlement programs, legal liability issues relating to providing Service Coordination, drug and alcohol use and abuse by the elderly, and mental health issues.

Ability to meet HUD Qualifications/Requirements as identified in the attached Training Guidelines for Service Coordinators.

Ability to complete the AASC online Resident Service Coordinator Training Certification Program within one year of employment.

Must possess the ability to deal tactfully with personnel, residents, and family members.

Must be able to read, write, speak, and understand the English language.

Must be able to follow oral and written instructions.

Must have a valid driver's license.

Aides working with a Service Coordinator under this program should have appropriate education or experience in working with elderly and/or people with local colleges and universities to assist in carrying out some of the Service Coordinator's functions.

Supervision Given and Received

The Multifamily Service Coordinator reports to and receives supervision from the Community Service Manager.

Guidelines

The employee follows regulations and guidelines issued by HUD, established Agency policies and procedures, and traditional practices.

Complexity

The employee performs a wide variety of non-routine tasks. The employee identifies work that needs to be done in light of the evolving dynamic of the needs of the residents. Frequently, the employee must make independent decisions based on experience regarding specific situations

and may develop new solutions in consultation with the supervisor regarding unusual or sensitive situation.

Scope and Effect

The employee's work affects the Agency and its clients through providing services that help improve their quality of life and contributes to optimum leasing of suitable Agency units by engendering a greater sense of self-reliance and improved self-esteem for participants, the ability to attract new residents as a result of additional services, and achievement of the Agency's mission and goals. The FSS has the potential to change the lives of this generation and future generations by providing the opportunity for clients to obtain an education, build wealth by purchasing a home and building a business.

Personal Contacts

The employee's contacts are primarily with coworkers, residents, contractors, federal, state, and local governmental officials and representatives, the general public, and other agencies that provide assistance and services for all departmental programs. The purpose of such contacts is to bring community services to participants, foster pride and participation, and provide various kinds of support and assistance for elderly/disabled residents.

Physical Demands

Work is performed both indoors and outdoors, and involves visits to residents' homes.

Must be able to establish and maintain effective working relationships with employees, residents, and community agencies and other entities that provide services.

Must be able to sit or stand for up to eight hours at a time while performing work duties.

Must be able to use fingers bilaterally and unilaterally to operate office equipment.

Must have vision and hearing corrected to be able to perform essential job functions.

Must be able to perform essential job functions in an environment that will sometimes include increased levels of work-related stress.

Must maintain punctuality and attendance as scheduled.

Must be able to relate to and work with ill, disabled, elderly, emotionally upset and at times hostile people within the complex.

Must be able to work outside normal work hours including nights, holidays, and weekends as needed to meet the demands of the position.

Must be able to push, pull, move and/or lift a minimum of 50 pounds.

Work Environment

Work is primarily in-office, but may involve visits to resident's homes or the offices of other agencies. The employee may be exposed to weather extremes and the usual hazards associated with other business facilities and resident homes.