

# Employment Opportunity Posting

**Management Co.:** SeniorCare Network

**Position Available:** Service Coordinator

**Available:** ASAP

**Location:** Pittsburgh Region

**Job Description:** The Service Coordinator is responsible for establishing ties to service providers and agencies in the community, referring residents to such providers and monitoring the provision of these services.

**Essential Duties:** Identifies and suggests innovative approaches and participates in implementing performance improvement opportunities. Maintains compliance with Presbyterian SeniorCare Network policy and procedure in accordance with governing laws, regulations, regulatory agencies, accreditation bodies and community standards. Demonstrates on a consistent basis individual and team behavior that supports culture change, Woodwell and Woodside philosophies of Presbyterian SeniorCare Network. Consistently upholds the mission, values and behavior standards of Presbyterian SeniorCare Network. Maintains confidentiality. Other duties may be assigned.

Manages a caseload of 50 to 200 residents, assessments of needs, coordinating, monitoring, scheduling services, and maintaining positive relationships with external and internal resources. Provides service coordination at one to three communities. Uses AASC online software for all resident and program documentation and reporting.

Functions independently seeking guidance from Manager, Service Coordination. Displays ability to work as a team member with other site staff. Adheres to and agrees to maintain standardization including Service Coordinator forms, standard software user guide, office set up and other components of the Service Coordinator program.

Determines appropriate intervention for crisis situations, resident conflict resolution and critical situations negatively impacting residents, i.e., Protective Services, abuse, mental health deterioration, and family conflicts.

Identifies gaps in available service provision. Researches and develops innovative, viable options to meet resident needs through service management

plans in PANGEA .

Develops, establishes and implements linkages with agencies and service providers in the community; sets up a directory of service providers for use by staff, residents and families. Monitors sites wellness programs to include contract adherence and program sustainability.

Educates and refers residents to service providers these are e.g., formal assessment, personal assistance, homemaker, meals-on-wheels, transportation, counseling, visiting nurse, preventative health screening/wellness, legal or other advocacy. Develops case plans in coordination with formal assessment services.

Monitors and resolves concerns or problems with the ongoing provision of services from community agencies and keeps the care management and provider agency current with the progress of the individual.

In some instances may be asked to develop, implement and supervises student, volunteer or other supportive external programming staff providing on-site resident services or office support programs.

Helps the residents build informal support networks with other residents, family, POA and friends.

Educates/trains staff on issues related to aging in place and services coordination, to provide a better understanding of residents' issues, needs and options for responding and assisting residents.

Develops relationships/partnerships with external agencies for outreach opportunities presentations, donated services, networking, and resident programs.

Maintains resident confidential files, HUD required data collection and reporting and all internal reporting requirements on resident frailty levels, services provided, etc.

Markets program too greater community and organizations and external sources resulting in

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job.

Incumbents may be required to perform job-related tasks, duties, and/or responsibilities other than those specifically presented in this description.

**Qualifications:** Bachelor's degree (B. A.) from an accredited college or university or 4 years related experience

**Compensation:**

**Benefits:**

**Apply:** Send Resumes to: Cassandra Law - [claw@srcare.org](mailto:claw@srcare.org) 1215 Hulton Road, Oakmont, PA 15139 (412) 826-6196