

Employment Opportunity Posting

Management Co.: Mars Housing, Inc.

Position Available: Service Coordinator

Available: 04/30/2021

Location: Mars, PA

Job Description: The **Service Coordinator** is a resident advocate who fosters an environment in which elderly persons and persons with disabilities can live independently and remain in their communities.

Essential Duties:

- Provide intake, assessment, ongoing case management to link residents to resources in the community that promotes self-sufficiency.
- Advocating on behalf of residents individually and collectively to ensure their needs are met.
- Manage a caseload of 50 to 100 residents, assessments of needs, coordinating, monitoring, scheduling services, and maintaining positive relationships with external and internal resources.
- Develop and implement individual service plans for each resident who receives ongoing case management.
- Monitor the ongoing services delivered to residents by community providers to ensure that they are appropriate.
- Create an informative monthly resident newsletter along with monthly resident activity and transportation calendar.
- Assisting residents with establishing and working with Resident Associations/Resident Councils, as requested.
- Determine 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.
- Identify gaps in available service provision. Researches and develops innovative, viable options to meet resident needs.
- Develop, establish, and implement linkages with agencies and service providers in the community—schedules and monitors site wellness programs.
- Educate and refer residents to service providers, formal assessment, personal assistance, homemaker, meals-on-wheels, transportation, counseling, visiting nurse, and other preventative health screening/wellness, legal or other advocacy. Develops case plans in coordination with formal assessment services.
- In some instances, may be asked to develop, implement, and supervise students, volunteers, or other supportive external programming staff providing on-site resident services.
- Assist residents in developing informal support networks with family, friends, and other residents.
- Prepares and submits HUD Service Coordinator Semi-Annual report every 6 months as required by HUD.

- Maintain accurate, timely, and confidential documentation on all residents served and ensure that all resident files follow HUD's documentation requirements.
- Educate and work collaboratively with the property management team about the needs and services available for residents.
- Be an active member of the site team, working collaboratively with the manager and other site staff to meet property needs and resolve resident problems.
- Attend training to ensure individual and professional growth and meet required HUD training hours.
- Perform other functions to eliminate barriers to enable frail and at-risk low income elderly, people with disabilities, and families to live with dignity and independence as assigned by management.

Qualifications:

1. A Bachelor's degree in social work or closely related field is required or equivalent work experience.
2. A minimum of 1 year of experience in social service delivery. Any supervisory, management, or case management experience is highly desirable.
3. Working knowledge of Federal, State, and local laws and requirements related to benefit programs, rental assistance authorities, IHSS, Meals-On-Wheels, Life Programs, Area Agency on Aging, etc.
4. Understanding of the physical, mental and social changes associated with low-income, elderly, and diverse populations, including but not limited to: limited financial stability, limited household/ family stability, medication/substance abuse, and fraud, etc.
5. Skills and strategies related to interpersonal communications, conflict resolution, problem-solving, cultural diversity, advocacy, teamwork, group dynamics, decision-making, and outreach.
6. Ability to advocate, problem solve, and provide results for the elderly served.
7. Demonstrated ability to organize and keep accurate records.
8. Proven ability to work independently in an on-site location is desirable.

Computer literacy, including Microsoft Office applications, valid Drivers License.

Compensation: \$33,300 to 35,400 to start - based on experience

Benefits: Health, HSA, Vision, Dental, L&D, SEP IRA Pension, PTO

Apply: Send Resumes to: marshous@zbzoom.net