

## **JOB DESCRIPTION: SENIOR CARE COORDINATOR**

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JOB TITLE: Senior Care Coordinator

REPORTS TO: Director of Programs/Quality Improvement

CLASSIFICATION: Non-Exempt

POSITIONS SUPERVISED: N/A

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### **Position Summary**

The Senior Services Coordinator is responsible for establishing and coordinating support services within the HM Housing Ministry senior housing sites to assure that residents are able to age in place.

### **Position Responsibilities**

#### Mission

- Reflects in all matters the values, ethics and purposes stated in the HM Housing mission, vision and core values.
- Reflects in words and deeds a primary commitment to bringing a more abundant life to all residents we serve.
- Builds and promotes a diverse and inclusive work force.

#### Resident Support

- Become familiar with all residents to help identify the need for any support services.
- Establish linkages with agencies and services coordinators in the communities to assure individualized, affordable, flexible and creative services for residents.
- Create a directory of providers for use by both project staff and residents.
- As needed refer and link the residents to service providers in the community, such as case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, occasional visiting nurse, spiritual services, preventive health screening/wellness and legal advocacy.
- Educate residents on service availability, application procedures, client rights, etc. providing advocacy as appropriate.
- Monitor ongoing service provision by community agencies and keep case management and provider agency current with resident progress. Manage the provision of support services where appropriate.
- Set up volunteer support programs with service organizations in the communities.
- Assist residents to build informal support networks with other residents, family and friends.
- Provide and/or coordinate training to residents on the obligations of tenancy.
- Educate other staff on the management team on issues related to aging in place and service coordination in order to help them work better with and assist residents.
- Maintain records regarding and assure confidentiality of all services provided in accordance with agency policies and applicable local, state and federal regulations.

#### Qualifications

- BSW or degree in counseling/psychology preferred.

- Training in the aging process, disability services, eligibility for and procedures of federal and applicable state entitlement programs, legal issues related to providing service coordination, drug and alcohol use/abuse, and mental health issues.
- Two to three years of experience in social service delivery with senior citizens.
- Demonstrated working knowledge of supportive services and other resources for senior citizens.
- Demonstrated ability to advocate , organize, problem solve and provide results for the elderly.
- Must have a valid Ohio drivers license and reliable transportation

### Working Conditions

Normal office working conditions. The employee conducts the day-to-day requirements of his or her job in a typical office environment, utilizing a computer and working at his/her own desk and other areas of the office. The noise level in the work environment is usually moderate. Willingness and ability to travel to multiple agency facilities and other meetings that may be required.

### Usual Physical Demands

***The following physical demands are typically used to perform this job's essential duties and responsibilities. They are not qualification standards, rather they may be used to help the colleague, employee, or applicant identify where and how reasonable accommodations may be made when an otherwise qualified person is unable to perform the job's essential duties due to an ADA disability.***

While performing the duties of this job, the employee frequently exhibits manual dexterity when working on the computer, and frequently talks and hears when working with job contacts. The employee frequently sits for extended periods of time, and occasionally stands and walks. Vision demands include close, relatively detailed vision, with the ability to adjust focus when typing and reading a computer screen and documents. Employee regularly lifts items up to 10 pounds, and occasionally lifts items up to 25 pounds

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### EMPLOYEE UNDERSTANDING AND AGREEMENT

This job description does not state or imply that these are the only duties and responsibilities to be performed by the employee filling this position , who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

By signing below, I acknowledge that this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding. I further acknowledge understanding of required job duties, responsibilities and performance expectations, and that I will perform duties and responsibilities to expected standards.

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*Applicant* *Date*