

Job Description

Company: PEP Housing
Position: Resident Services Coordinator
Location: Assigned Property(ies)
Reports To: Resident Services Manager
FLSA Status: Non-Exempt

Summary: The Resident Services Coordinator serves as a resource for residents in need: being creative, flexible, professional, maintaining objectivity, avoiding emotional dependence, maintaining confidentiality, recognizing and respecting individual differences. The person in this position assesses resident needs, identifies and links residents to appropriate services, and monitors the delivery of services.

Principle Duties and Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Plan and implement resident services program utilizing property wide profile in AASC in assigned property/ies.
- Assess resident needs by updating intakes and assessments, identify and link residents to appropriate services, and monitor the delivery of services. These services may include setting up in-home assistance such as housekeeping, persona care, shopping and laundry. This may also include transportation, meals, and other support services.
- Create and sustain partnerships with community based social service providers, hospitals, health agencies, and other available resources to meet the needs of residents.
- Communicate with family members/representatives for emergencies, including visits to hospitals and at home.
- Provide and maintain current information on resources, services and benefit programs for the elderly and persons with disabilities.
- Provide orientation to new residents.
- Handle disputes/misunderstandings between residents, and act as a liaison between staff and residents when requested.
- Report cases of suspected abuse to Adult Protective Services.
- Report hospitalizations and nursing home admissions and discharges using incident reporting to the Resident Manager and Property Management Coordinator.
- In crisis situations, i.e., fires, earthquakes, floods, etc., work cooperatively with all parties, i.e., property managers/staff, appropriate agencies, family; make referrals to appropriate agencies.
- Provide educational presentations for residents on aging issues, health and wellness and information on resources.
- Motivate active participation of residents in programs, activities and events in cooperation with other agencies.
- Maintain confidential resident files and required reporting in AASC in accordance with HUD guidelines.
- Represent PEP Housing at annual senior resource fair and other community events.
- Attend staff meetings, training and other meetings as required.
- May perform work outside normal business hours based on residents' needs as necessary.
- All other duties as assigned.

Competencies

- Communication Proficiency.
- Resident Focus.
- Ethical Conduct.
- Critical Thinking Mindset.
- Organizational Ability.
- Team Focused.

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Education, Skills and Experience:

- A Bachelor's Degree in Social Work or Gerontology, Psychology or Counseling is preferred.
- Certification by the American Association of Service Coordinators (AASC) preferred; if not certified, must be willing to go through the certification process; once certified, must maintain the certification through ongoing courses.
- Minimum of two years of experience in social service delivery with senior and non-elderly disabled residents.
- Working knowledge of supportive services and other resources for senior citizens and disabled.
- Able to set and maintain clear boundaries with residents.
- Ability to advocate, organize, problem-solve, and provide results for the residents served.
- Experience in dealing with residents, families, next of kin, representatives, social agencies, churches, synagogues, political figures, etc.
- Ability to identify and utilize community resources to assist in meeting the needs of residents.
- Must have compassion for the elderly and disabled.
- Requires responsible and organized approach to record keeping.
- Must be able to multi-task.
- Must supply own vehicle, have a valid CA driver's license and automobile insurance.
- Must comply with all applicable rules and regulations of PEP Housing and regulators/funders as appropriate.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required.

Supervisory Responsibility

This position has no supervisory responsibilities.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear; frequently required to sit and use hands; occasionally required to reach with hands and arms; must occasionally lift and/or move up to 25 pounds; specific vision abilities required by this job include close vision and ability to adjust focus; physical demands include writing/typing, use of computer and paper files, answering phones, attending meetings.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Position Type/Expected Hours of Work

This is a part- or full-time position, depending on the property. Days and hours of work for full-time employees are Monday through Friday, 8:00 a.m. to 4:30 p.m. Days and hours of work for part-time employees are scheduled based on property needs. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some projects may require more out-of-the-area and overnight travel.

Job Description Revision

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current

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job management reserves the right to revise the job or to require that other or different tasks are performed when circumstances change. This job description replaces all previous descriptions for this position.

Signatures

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____