

JOB DESCRIPTION: RESIDENT SERVICES COORDINATOR

Reports to: [Executive Assistant]

Primary Duties and Responsibilities:

In order to maintain residents' independent living status, assess the individual needs of residents and work with them to establish and maintain linkages to needed supportive services. Maintain regular contact with identified residents, monitoring the delivery of supportive services desired or required by the resident.

General Duties and Responsibilities

Provide general assistance and advocacy related to supportive and social services to all residents; provide up to date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.

Develop and maintain linkages with community resources such as the Area Agency on Aging in order to remain current regarding information and services available to address resident needs.

Act as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.

Work cooperatively with residents and their families when planning for relocation to a nursing home or other long term care facility is required.

Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring educational and therapeutic programs for resident participation.

Provide assistance in resolution of inter-resident conflicts and resident-family difficulties.

Plan employee training sessions to educate staff about normative aging processes, aging in place, service coordination, and other subject areas related to main duties and responsibilities.

Required Education, Skills and Experience:

Education:

BS/BA degree in a human services or related discipline, or five years relevant experience in a position involving direct contact with elderly persons.

Skills:

- Superior interpersonal skills
- Effective written and verbal communication skills
- Superior organizational ability
- Ability to work independently with little or no direct structure or supervision
- Crisis intervention skills
- Mediation/Conflict resolution skills

Experience:

Related human or social services experience. Should possess knowledge of the aging network, aging processes, and intervention techniques.