



**Fellowship Square**

## **Job Description**

**Largo Landing Fellowship House Service Coordinator** (*part-time position located in Upper Marlboro, MD*)

Work for an exciting non-profit serving the community and making a difference in people's lives!

We offer a challenging but professionally satisfying work environment where you will be part of a team that values creativity, customer service, and impact. You will have the support and encouragement you need to fulfill your professional goals while at the same time creating positive living environments for adult seniors that have little to no resources or support networks.

The general purpose of the Service Coordinator is to offer programs and services that will improve the quality of life for residents living at Fellowship Square properties. The Service Coordinator's role follows the Housing and Urban Development (HUD) guidelines and best practices of the American Association of Service Coordinators (AASC).

The Service Coordinator is expected to follow Fellowship Square's vision of empowering Fellowship House residents to live independently and be self-sufficient as much as possible. The Service Coordinator should help them to exercise their capacity to do as much for themselves as possible with dignity and autonomy while recognizing the strengths and limitations of each resident. The Service Coordinator collaborates with the property manager on an as-needed basis to ensure the best services are provided to residents in need.

### **Responsibilities and Expectations include:**

- Assists residents seeking help, including general case management such as counseling, education about the availability of services, referrals to service providers, and application procedures. The social services referrals may include but not limited to Medicaid, Medicare, food stamps, programs that provide food and clothing, financial assistance, housing maintenance, immigration issues, meals on

wheels, communication, transportation, home health aides, senior centers, and pre-emptive health and mental health screenings.

- Monitors the provision of ongoing and supportive services to residents from community agencies to ensure appropriateness for the needs of the households.
- Offers interventions to stabilize residents needing food, medical, immigration, financial assistance, or maintenance assistance.
- Advocates on behalf of residents to referral agencies, family members, and management; and teaches residents to advocate on their behalf.
- Serves as a liaison between residents and agencies.
- Builds a network of community resources such as county government, service providers, agencies, educational institutions, non-profits, community leaders, faith-based organizations, and other housing providers.
- Stays abreast of professional standards by attending meetings, workshops, and conferences. Keeps current regarding available community resources, federal, state and local programs. Fulfills education and training requirements set by HUD.
- Conducts research as needed; coordinates presentations, workshops, life skills development, and benefits for residents.
- Assist residents in building informal support networks through resident councils, committees, family, and friends.
- Meets with each new resident and provides information about the Service Coordinator's role, programs, and services. Works with residents identified by management on a case-by-case basis who may need assistance
- Fulfills reporting requirements for state and federal agencies. (Ex. HUD 92456- Standards for Success; American Association of Service Coordinators, Training/Education)
- Follows mandated reporting requirements according to adult and child protective state statutes.
- Maintains resident files and documentation of information in a secure location to ensure HIPPA and HUD security regulations related to privacy and confidentiality.

- Collaborates with the Fellowship Square Volunteer Coordinator to identify volunteer opportunities to help meet residents' needs and interests.
- Maintains accurate and timely documentation on all services provided.

**Minimum requirements:**

- Bachelor's degree in Social Work, Gerontology, Psychology, or Counseling is required.
- Minimum of 2-4 years of experience in social service delivery with the senior population and nonelderly disabled or related area
- 36 training hours of classroom/seminar time before hiring or completed within 12 months of the initial hire date covering: The Aging Process, Elder Services, Disability Services, Federal and Applicable State Entitlement Programs (covering both the elderly and people with disabilities), legal liability issues relating to providing service coordination, medication/substance abuse, mental health issues, strategies for communicating effectively in difficult situations, and strategies for dealing with cognitive impairments.
- Experience and passion for working with seniors
- Ability to provide high quality customer service
- Strong interpersonal and organizational skills
- Proven ability to work independently
- Ability to interact with a diverse population of clients in terms of economic status, ethnicity, and cultural background
- Proficiency with MS Office

**Salary:** The hourly range is \$24-\$37, commensurate with experience, and covers 25hrs/week.

Job Type: Part-time

Salary: \$24.00 - \$37.00 per hour

Benefits:

- Flexible schedule

Schedule:

- Monday to Friday

Education:

- Bachelor's (Required)

Experience:

- Case management: 2 years (Required)
- Social Work: 2 years (Required)

License/Certification:

- Driver's License (Required)