



Fellowship Square

Job Description

Job Title: Service Coordinator

Job Type: Part-time

Department: Programs

Reports To: Resident Life Director

Salary Range \$29.35 - \$36.69 hourly rate which equals to \$38,155 - \$47,697 commensurate with experience and covers 25hrs/week.

Location: Upper Marlboro, MD

This job description provides a general guideline of the most common duties, responsibilities, and minimum requirements for this position. It is not all inclusive and the responsibilities may vary as circumstances indicate or as determined by the organization. Working hours are primarily during day shift but this position may need to work varied hours including evenings and weekends, as business needs dictate during peak time.

SUMMARY OF POSITION:

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 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 they are capable. 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.

ESSENTIAL DUTIES:

- Provides assistance to 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 Medicaid, Medicare, food stamps, food and clothing programs, 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.



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- Offers interventions to stabilize residents needing food, medical, immigration, financial, 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 and federal, state, and local programs—Fulfills education and training requirements set by HUD.
- Research as needed and 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 role of the Service Coordinator, 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 Standards for Success Report; American Association of Service Coordinators, Training/Education)
- Follows mandated reporting requirements according to adult 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.
- Assist and educate residents and their families to acquire and utilize community services.
- Promotes wellness programs.
- Coordinates educational events for residents, families, and staff on available community resources.
- Assists residents in building informal support networks with other residents, family members, and friends.
- Acts as a liaison between community agencies, service providers, and residents
- Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.
- Maintains a resource directory of available community resources.
- Maintain professional relationships with all residents in the housing community to identify areas of need.
- Submits all required reporting data within specified timeframes.
- Networks with service providers to maintain necessary relationships and pursues avenues for additional services through private, local, state, and federal resources.
- Performs all other duties as assigned or directed.



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QUALIFICATIONS AND REQUIRED SKILLS:

- Bachelor's degree (or appropriate work experience), knowledge of and training in elderly and disability services, knowledge of referral processes, demonstrated working knowledge of local services for older adults and people with disabilities, and two or three years of social service delivery experience.
- Service coordinators should have direct experience working with older adults or persons with disabilities.
- 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 client population regarding economic status, ethnicity, and cultural background.
- Proficiency with MS Office

TO APPLY:

Please send a cover letter and resume to info@fellowshipsquare.org.