



**Fellowship Square**

**Title:** Service Coordinator

**Job Type:** Full-time

**Department:** Resident Services

**Reports To:** Director of Resident Services

**Salary Range:** \$55,000 - \$64,000 annually

**Location:** Upper Marlboro, Maryland

Come work for an exciting non-profit that is 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, teamwork and results. You will have the support and encouragement to fulfill your professional goals while at the same time improving the lives of older adults who struggle to make ends meet.

Fellowship Square seeks an experienced social worker to deliver high quality services and support to 100+ seniors living at Largo Landing Fellowship House. The role of the Service Coordinator is to assist older adults and their families in accessing both community resources and federal benefits that are essential to healthy aging.

The Service Coordinator will facilitate monthly programs, events and activities focused on Fellowship Square's Areas of Wellness (AOW): spiritual, intellectual and physical that will improve the quality of life for residents living at Largo Landing Fellowship House. 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.

The ideal candidate will have solid knowledge of local, state and national senior services; existing relationships - or the ability to create strong working relationships - with County agencies; and the ability to plan, coordinate and manage monthly programs that utilize community partners and volunteers.

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. 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.

Learn more about Fellowship Square at [www.FellowshipSquare.org](http://www.FellowshipSquare.org)

## **PRINCIPLE DUTIES**

- Assists residents in accessing help by giving referrals to service providers and assisting with application procedures. Social services referrals may include Medicaid, Medicare, food stamps, programs that provide food and clothing, financial assistance, maintenance of housing, 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.
- 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 new resources that are beneficial to residents; coordinates presentations, workshops, life skills development, and presentations for residents.
- Assist residents in building informal support networks through resident councils, committees, family, and friends.
- Fulfills reporting requirements for state and federal agencies. (Ex. HUD 92456-Semi-Annual Performance Report; American Association of Service Coordinators, Training/Education)
- Follows mandated reporting requirements according to adult and child protective state statutes.
- Maintains resident files and information documentation 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; provides written quarterly reports to the Board of Directors.

## QUALIFICATIONS

- Bachelor's degree in Social Work, Gerontology, Psychology or Counseling required.
- Minimum of 2-4 years of experience in social service delivery with the senior population, nonelderly disabled or related area
- 36 training hours of classroom/seminar time before hiring or completed within 12-months of 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 a high quality of 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
- Completion of satisfactory background check is a condition of employment.

## CORE COMPETENCIES

- Comprehensive Knowledge of Social Services
  - Strong understanding of available social services, benefits programs, and community resources that support elderly residents.
- Resident Advocacy and Support:
  - Proven ability to advocate for residents' needs and assist them in navigating healthcare, financial, and social service systems.
- Assessment and Evaluation Skills:
  - Proficiency in conducting assessments to identify residents' needs and developing personalized service plans.
- Case Management Expertise:
  - Experience in case management, including maintaining detailed records, follow-ups, and coordinating services for residents.
- Excellent Communication Skills:
  - Strong verbal and written communication skills, with the ability to interact effectively with residents, families, and service providers.
- Crisis Intervention and Problem-Solving Abilities:
  - Ability to manage crises and resolve conflicts, ensuring residents' well-being and safety.
- Knowledge of Aging and Elderly Services:

- Familiarity with aging-related issues, elder care practices, and supportive services for seniors.
- Compliance with HUD Regulations:
  - In-depth knowledge of HUD regulations, particularly those related to the HUD 202 program, and ensuring compliance in all service delivery aspects.
- Collaborative Team Player:
  - Ability to work collaboratively with property management, healthcare providers, and community organizations to enhance resident services.
- Organizational and Time Management Skills:
  - Strong organizational skills, with the ability to manage multiple tasks and priorities efficiently.

**Benefits:** Fellowship Square is proud to provide a benefits package that is designed to support your physical, financial, and emotional wellbeing. We offer company paid health insurance, dental and vision coverage, 403(b) with 100% employer match up to 6% after two years of employment, 10 holidays based on regularly scheduled work days, bereavement leave and more.

**To Apply:** Send cover letter and resume to [info@fellowshipsquare.org](mailto:info@fellowshipsquare.org).