



# Fellowship Square

## JOB DESCRIPTION

**Job Title:** Resident Service Coordinator  
**Department:** Coordinator Programs  
**Reports To:** CEO  
**Status:** Full-time, Exempt

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

### Summary of Position:

The Resident Service Coordinator (RSC) 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 RSC 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.

### Principle Duties:

- Embodies the values and core competencies of the organization at all times and positively promotes the organizational culture
- Supports all internal team members and departments in accomplishing the organization's mission, vision, and goals
- Provides guidance on where to obtain assistance that may require general case management. This may consist of but is not limited to: counseling, education about availability of services, referrals to service providers and application procedures. The social services referrals may include Medicaid, Medicare, food stamps, programs that provide food and clothing, financial assistance, housekeeping, 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. Keeps the case management provider agency current with the progress of the resident.
- Offers or provides advocacy with referral agencies, family members and management, etc. Teaches residents to advocate on their own behalf. May serve as a liaison and/or advocate between residents and agencies.
- Networks and maintains linkages with county government, service providers, agencies, educational institutions, non-profits, community leadership, Faith based organizations and providers. Attends meetings in an effort to provide new services and best practices. Keeps current regarding available community resources, federal, state and local programs. Fulfills education and training requirements.
- Coordinates presentations, workshops, life skills development and benefits.
- May assist residents in building informal support networks through: Resident Association, other residents, family and friends.
- Meets new residents and provides information about the role of the RSC, available 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- 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 documentation of information in a secure location, in an effort to ensure HIPPA and HUD security regulations related to privacy and confidentiality.
- Works with management to facilitate the Resident Advisory Committee.
- Assists Volunteer Coordinator in identifying and implementing resident activities
- Maintains accurate and timely documentation on all services provided.

## **Position Specifications:**

### **Essential Use of Following Tools:**

- Strong proficiency with Microsoft Office Suite and case management software such as Pangea
- Phone System
- Copier/Fax/Scanner
- Cell phone

### **Essential Training/Certifications:**

- 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 and 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.

### **Essential Skills/Knowledge:**

- Ability to perform following physical activities: walking, bending, stooping, reaching, climbing stairs and occasionally lift object up to 50 lbs.
- Demonstrates ability to produce required reports to federal, state, local government agencies
- Demonstrates knowledge of community resources, social service agencies, and other available services
- Strong organizational skills and attention to detail is critical with ability to meet a demanding workload
- Ability to maintain confidentiality of highly sensitive information
- Strong writing, reading and math skills
- Significant communication skills (written, verbal and non-verbal formats); showcasing clear and concise manner
- Well-developed sense of client service; builds strong business and stakeholder relationships
- Ability to quickly learn relevant computer software programs
- Ability to enter and maintain accurate data/information
- Demonstrative experience and judgment to create goals and achieve them
- Showcases strong problem-solving skills, presenting solutions, presents new ideas and thoughts to support goal achievement
- Strong time management skills; establishes and/or seeks out essential priorities when tasked with multiple projects
- Strong interpersonal and diplomacy skills
- Considerable people management skills; capable of acting as leader and advisor
- Demonstrative abilities in collaborative team building and consensus
- Exceptional analytical and critical thinking skills
- Ability to work as part of a team and to work independently; a self-initiator, versatile and assumes risk with responsibility
- Anticipates resident needs and takes action to provide the best environment for residents
- Data and reporting requirements

### **Essential Competency/Behavioral Requirements:**

- Must be able to work as an integral part of the Fellowship Square Team
- Must be able to understand the importance of the position for the success of the business
- Be on time and with a minimal amount of absence
- Possesses common sense and intuition; anticipates well
- Collegial, with the ability to maintain a good rapport with all departments.
- Must be able to cope within a fast-paced work environment; perseveres with tenacity
- Must be able to manage multiple projects with minimal supervision; separating mission critical from the non-strategic
- Must be fearless in tackling issues and challenges as they arise; doesn't avoid confrontation
- Ability to accept change and be flexible; focusing on action and outcomes
- Must be able to act with honor, character and integrity