



RESIDENT SERVICE COORDINATOR JOB DESCRIPTION

General Summary

The Resident Service Coordinator (RSC) builds and maintains relationships with residents and offers the support and guidance necessary to foster independence and enhance the quality of resident lives.

Major Duties

1. Collaborates with management staff, families and community social service agencies to identify and address resident concerns.
2. Develops linkages and relationships with agencies and providers in the community in order to identify quality and affordable services.
3. Develops, maintains and updates directories and listings of community resources for use by both staff and residents.
4. Educates residents on service availability, social service application procedures and rights and provides advocacy when necessary.
5. Monitors the ongoing community agency services to ensure that agency and housing management are current with the progress of residents.
6. Compiles data regarding services provided and reports to Management, owners/boards and funding sources.
7. Maintains clear, concise and appropriate information in resident files.
8. Provides short-term care coordination including intake and referral services to residents needing assistance to maintain independence and promote self-sufficiency.
9. Connects resident with community resources such as counseling, personal assistance, financial or rental assistance, homemakers, meals-on-wheels, transportation, visiting nurse and wellness clinics.
10. Provides follow-up to referrals to ensure appropriate service delivery.
11. Works with residents in building support networks with other residents, family and friends. This may involve the development of resident associations, resource listings for self-referral, newsletters, welcoming committees, orientation packages, support groups and resident boards.
12. Works with residents in securing and/or creating social programming opportunities which meet the health, educational and values of the housing community.
13. Collaborates with community providers to create on-site resident programs, workshops, activities and events to promote social interaction among residents.

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14. Collaborates with residents, property management and neighbors to resolve conflicts.
15. Refers to appropriate agency any resident experiencing problems which threaten health and safety. Supports residents remaining at home independently, while educating residents and family members about alternative housing options.
16. Facilitates 504 Reasonable Accommodations and assists residents throughout the process.
17. Develops and manages RSC budget.
18. Explores funding options and grant-writing opportunities and follows through on program and documentation requirements.
19. Ensures yearly HUD reporting is completed and filed on behalf of the development as required.

This is a general Job Description for this position. There will be times when the job responsibilities may be modified or additional duties may be assigned.

Supervision Exercised

No supervisory responsibility.

Supervision Received

Responsible to the Property Manager.

Tools and Equipment Used

Multi-line telephone system, computer, Internet, word and math processing programs, various software programs, copy machine, postage machine, fax machine, calculator and scanner.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, stand, sit, talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms.

The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually quiet to moderately noisy.

Selection Guidelines

Formal application rating of experience and education, oral interview and reference check and job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Accepted by (Print)

Date

Accepted by (Sign)

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