

Job Title: Service Coordinator
Full-Time (35 hours per week)

Reports To: Assistant Director

Other: Union Position (AFSCME)
Position is reliant on being ½ grant-funded

I. The Mission of the Falmouth Housing Authority

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

II. Job Statement

This is a union position. The purpose of the Service Coordinator is to support the mission of FHA in a wide range of activities related to empowering residents to age in place and remain as independent and self-reliant as possible. This position provides our elderly, disabled and family residents with information about, and access to, local services and resources appropriate for their needs. The Service Coordinator role is funded both through the State of Massachusetts Department of Housing and Community Development (DHCD) and through other grants, such as the ROSS Grant, offered through the federal Department of Housing and Urban Development (HUD). The Service Coordinator may provide informal counseling, information and referral, plan educational programs, coordinate volunteer opportunities, link with outside service agencies and negotiate affordable services as needed. They also educate residents on available services, develop contacts with service providers and agencies for resident referrals and monitor provision of services. The Service Coordinator is not to provide support services directly, or assist with other administrative work normally associated with the project(s). Additionally, their role is not one of an activity director, however, educational programming that empowers and enhances resident independence is appropriate.

III. Job Description

Objective A – Program Activities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Assist and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle;
2. Promotes wellness activities for all residents;
3. Educates residents in building informal support networks among themselves and with family members;
4. Acts as a liaison between community agencies, service providers and residents.

5. Works as a team member with housing management staff in serving residents/clients;
6. Encourages residents to be proactive in meeting their social, psychological, and physical needs;
7. Facilitates meeting of needs when necessary but avoids the creation of unhealthy dependence;
8. Uses the least restrictive intervention necessary to alleviate a problem situation;
9. May assist residents or coordinate training for residents in understanding lease and tenancy obligations;
10. Monitors the delivery of services to residents to ensure they are appropriate, timely and satisfactory;
11. Performs limited case management (i.e. evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community;
12. Educates residents on service availability, application procedures, residents rights, etc. both individually and as a group;
13. Sets up volunteer support programs with service organizations in the community;
14. Advocates and may negotiate on behalf of residents for adequate, timely and cost-effective provision of services;
15. Meets with service providers as needed and appropriate;
16. Assembles a directory of community services and makes it available to residents, families and management;
17. Assists management in identifying residents who need assistance;
18. Does not perform any duties or functions that are duly assigned to management or are associated with management responsibilities;
19. Attends meetings as scheduled; provides program reports as required;
20. Performs other duties as assigned.

Objective B – Operational Excellence

- a. Assist and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle;
- b. Maintains individual files on residents which will contain at least the following: intake information, service termination information, quarterly review and follow-up, human or civil rights abuse, resident/family meeting notes;
- c. Resident files are to be kept in a secure area to ensure confidentiality;
- d. Completes reports with copies given to supervisor, Quality Assurance Administrator, Manager and government agency (where applicable) in an accurate and timely manner or according to governing regulations;
- e. Pursues avenues for additional services through private, local, state and federal sources;
- f. Creates service management plans as appropriate;
- g. Returns phone calls and emails within required timeframes;
- h. Maintain a high level of daily productivity;
- i. Ability to maintain confidentiality, safeguard sensitive information and adhere to the Federal Privacy Act;
- j. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative, and flexible.
- k. Ability to identify safety-related or other issues/concerns and direct them to appropriate personnel as required;
- l. Attend trainings, workshops and education opportunities as assigned;
- m. Continuously provide excellent customer service and support;
- o. Perform related duties and tasks as assigned.

Objective C – Program Activities

Communicate and collaborate with federal, state and local community partners to ensure program compliance. Monitors and accurately interpret rules and regulations relating (to the Service Coordinator position) to assigned federal and state housing programs; work effectively with residents and community partners representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with residents, staff, and community partners. Educate participants on FHA programs and resources designed to achieve and maintain independent living.

Minimum Requirements

- College graduate or equivalent.
- Clean driving record
- Two (2) years related full-time experience in the areas of Social Work, Gerontology, Psychology and/or Public Health preferred;
- Demonstrated working knowledge of community services in the region with particular knowledge of services that are provided for the population living within the facility;
- Proven experience in service management, including organizing, problem-solving, and advocating;
- Trained in the aging process, elder services, disability services, drug and alcohol abuse and mental health issues;
- Aware of eligibility for and procedures of federal and state entitlement programs
- Alert to legal liability issues relating to providing service coordination
- Good communication, writing, problem solving and organizational skills in addition to strong advocacy capabilities;
- Possess the appropriate professional license where applicable;
- 10-key proficient; knowledge of computer programs and general office procedures;
- Detail-oriented, ability to work within minimum day-to-day supervision
- Prompt and dependable; excellent interpersonal skills;
- Ability to communicate well in English language (oral and written)
- Ability to work well under stressful conditions; strong organization skills;
- Approach problems pro-actively and be solution-focused.

AAP/EEO STATEMENT

FHA is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

■ It is also the policy of FHA to take affirmative action to employ and to advance in employment, all persons regardless of their status as woman, minority or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

■ Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain an exhaustive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

