

# **Service Coordinator Job Description Elderly Facilities (Sample)**

## **General Description**

The service coordinator (SC) is a service manager to residents. They may provide informal counseling, information and referral, plan educational program, coordinate volunteer opportunities, link with outside service agencies and negotiate affordable services as needed. The SC also educates residents on available services, develops contacts with service providers and agencies for resident referrals and monitors provision of services.

The service coordinator works in conjunction with the manager(s) and other management staff of the facility to empower residents to age in place and remain as independent and self reliant as possible.

## **General Assignments**

- Assists and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle;
- Promotes wellness activities for all residents;
- Educates residents, families, and staff on available community resources;
- Assists residents in building informal support networks among themselves and with family members;
- Acts as a liaison between community agencies, service providers, and residents;
- Works as a team member with facility manager and other housing management staff in serving residents/clients;
- Encourages residents to be proactive in meeting their social, psychological, and physical needs;
- Facilitates meeting of needs when necessary, but avoids the creation of unhealthy dependence;
- Uses the least restrictive intervention necessary to alleviate a problem situation;
- May assist residents or coordinate training for residents in understanding lease and tenancy obligations; and
- Does not perform any duties or functions that are duly assigned to management or are associated with management responsibilities.

## **Specific Assignments**

- Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory;
- Performs service management function for all residents needing assistance;
- Provides 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;
- Educates residents on service availability, application procedures, residents rights, etc. both individually and as a group;
- Reports all suspected abuse situations to the appropriate agency;
- Sets up volunteer support programs with service organizations in the community;

## ***Service Coordinator Job Description – Elderly Facilities (Sample) continued***

- Advocates and may negotiate on behalf of residents for adequate, timely and cost effective provision of services;
- Meets with service providers as needed and appropriate;
- Assembles a directory of community services and makes it available to residents, families, and management; and
- Assists management in identifying residents who need assistance.
- (Note): 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

### **Administrative**

- Documents contact with residents, providers, and families;
- 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;
- Resident files to be kept in a secure area to insure confidentiality;
- Completes reports with copies given to the site manager, Quality Assurance Administrator, Manager, and government agency (where applicable) in an accurate and timely manner or according to governing regulations;
- Pursues avenues for additional services through private local, state, and federal sources; and
- Creates service management plan as appropriate.

### **Qualifications**

- Baccalaureate Degree-Concentration in Social Work, Gerontology, Psychology 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; and
- Possess the appropriate professional license where applicable