

**JOB DESCRIPTION: RESIDENT SERVICE COORDINATOR
ELDERLY FACILITIES-HUD Financed**

American Association of Resident Service Coordinators

Qualifications:

1. A Bachelor of Social Work or degree in Psychology or Counseling is preferable. Supervisory experience may be necessary in some situations.
2. Two to three years experience in social service delivery with an elderly and/or family populations. *CHOICES counselor certification*
3. Demonstrated working knowledge of supportive services and other resources in the area served by the project.
4. Demonstrated ability to advocate, organize, problem-solve and provide results for the residents they serve.

Objective of the position:

The Service Coordinator (SC) must work from an empowerment model. The goal of the program is self-actualization of residents. Residents should do as much as they are capable of doing themselves. The SC works in conjunction with the property manager. The SC and manager maintain a mutually respectful, collaborative relationship.

Functions:

1. Provides general service management, which includes intake, education (services available and application procedures) and referral of residents to service providers in the general community. These social services may include meals-on-wheels, transportation, home health aides, homemakers, financial assistance, counseling, preventative health screening, and other needed services.
2. Develops a Resource Directory, This directory may include a listing of state and/or local service providers that residents can contact for assistance (e.g. services to families, children, individuals who are elderly, persons with disabilities, emergency assistance), In many cases, State and local governments can also provide a listing of the non-profit agencies with which they contract for services.
3. Sponsors educational events which may include subject relating to health care, agency support, life skills, referral sources, etc. Establishing a Tenant Association within the property if the residents are interested. Contact and communication with community agencies and keeps the case management and provider agency current with the progress of the individual. Manages the provision of supportive services where appropriate.
6. Serves as a liaison to community agencies, networks with community providers and seeks out new services available to the residents.
7. Assists the residents in building informal support networks with other residents, family and friends. SC's are not social or recreational planning personnel.

Service Coordinators fulfill the following roles:

INVESTIGATOR

Service Coordinators conduct research on a daily basis. For example, they perform the following tasks:

- Analyze the types, frequency, and other characteristics of services that residents use, need, and want.

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- Manager and process the annual Renter's Rebate Program
- Study available community services and their eligibility requirements
- Research residents' participation in, and satisfaction with, educational and social programs, residents' interest in new programs, and barriers to greater participation.
- Assess residents' and community's resources and capacities.
- Observe residents for needs. Empower residents for independence and self-sufficiency.

EDUCATOR

Service Coordinators inform residents about service availability, how to apply for services and benefits, consumer rights, and other relevant issues. They also inform other staff about the coordinator's role and about issues related to aging in place. This can help other staff do their jobs, know how and when to use the coordinator, and promote acceptance of the coordinator. (Effective coordinators also learn from residents and other staff.) Additionally, coordinators handle the following responsibilities:

- Fulfill the educational requirement as outlined by HUD.
- Organize programs on topics of interest to residents. Distribute consumer materials often available free from organizations such as State and area agencies on aging, the American Association of Retired Persons, the National Council on the Aging, senior centers, Councils on Aging, legal services offices, or the services or programs themselves (such as Medicare and Medicaid).
- Organize meetings to "teach" residents about housing development rules, regulations, and operations.
- Help managers and residents recognize and solve safety or accessibility problems.
- Connect residents with educational and, recreational programs through the city or town, senior centers, Elderhostel, and other sources.
- Work with libraries.
- Arrange or conduct resident leadership training sessions in areas such as how to run a meeting or how to write bylaws.
- RSC's are not social or recreational planning personnel.

COMMUNITY BUILDER

Effective Service Coordinators tend to recognize the impact of the social environment on, and the importance of a sense of community to individuals' health and well-being. Resident Service Coordinators perform the following tasks:

- Assist residents in forming or strengthening resident organizations.
- Help resident groups with activities and community issues.
- Help residents build informal support networks with other residents, family, and friends.

ADVOCATE/LIAISON

If a resident approaches the Service Coordinator and requests it, coordinators may act as liaisons with management or community agencies and often advocate on residents' behalf in groups, one to one, formally, or informally. Whenever possible, Resident Service Coordinators should work with the Executive Director and Property Manager to resolve issues together (without releasing confidential information). They may do the following:

- Advocate for additional and/or more appropriate supportive services. Plead residents' causes with management and seek solutions together with management.

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- Educate service providers about residents' needs and lack of resources, and encourage providers to take advantage of economies of scale (serving more people for the same amount of money).
- Teach residents to advocate for themselves.

SERVICE FACILITATOR

RSC's:

- Establish links to community agencies and service providers.
- Develop resource directories.
- Provide basic case management and referral services.
- Monitor the ongoing provision of services from outside.

SPECIFIC TASKS

- Conflict mediation/resolution – neighbor disputes
- Inform residents about and help them obtain benefits for which they are eligible.
- Help residents interpret mail; may fill out forms that they cannot complete themselves; arrange utility, phone, medical, and other payment schedules; address errors or misunderstandings related to Social Security earnings, insurance billing, or death or survivors' benefits; make funeral arrangements for a loved one; connect with hospice and bereavement counseling or supportive services; and solve other "bureaucratic" problems.
- Implement onsite or mobile health services and screening.
- Set up telephone reassurance, crime watch, and "buddy" programs.
- Arrange for senior companions or volunteers or obtain employment.
- Help residents obtain equipment and devices such as walkers, wheelchairs, Talking Books, large-print telephones and other visual aids, grab bars, hearing aids, devices that compensate for impaired hearing, lever door handles, service or helper pets, and emergency response systems and free government cell phones.
- Distribute emergency forms and help residents fill out the forms with their vital statistics information (to be kept with resident).
- Promote resident participation in local senior centers.
- Get residents involved in HUD's Neighborhood Network Program, SeniorNet, or other computer-oriented programs aimed at reducing isolation and increasing independence,
- Help residents work with health care providers to establish medication setup and reminder services.
- Organize other reminder systems.
- Negotiate quantity discounts.
- Locate lower cost providers.
- Find services that can be delivered to residents or that offer transportation.

NOTE: HUD has a general policy that restricts direct provision of services by coordinators and is not to act as the property recreation/activities director/coordinator.