



RESIDENT SERVICE COORDINATOR

35 HOURS PER WEEK

The Resident Service Coordinator will provide service coordination, assessment, case management and advocacy to residents of Forand and Wilfrid Manors. The Resident Service Coordinator will establish partnerships with agencies and service providers in the community who serve our population.

RESPONSIBILITIES

- Provide intake, assessment and referral services;
- Provide ongoing case management for those individuals who need this service in order to link with and utilize existing community resources;
- Establish and maintain linkages with service providers in the community;
- Provide or coordinate educational sessions for residents about the resources available to them within the broader community;
- Monitor the ongoing services that are delivered to residents by community providers to assure that they are appropriate and that the resident is progressing;
- Develop and implement individual service plans for each resident who receives ongoing case management;
- Maintain accurate, timely and confidential documentation on all clients served;
- Organize monthly educational workshops and community events for residents;
- Assist residents to develop informal support networks with family, friends and other residents;
- Develop and maintain an on-site resource guide of service providers available to the residents;
- Serve as an advocate for residents to ensure that they receive all services for which they are eligible;



Work collaboratively with the quality assurance staff to ensure that program outcome measures are met;

- Provide monthly input, e.g., statistics, number of clients served, center activities/classes to the Quality Assurance Supervisor, for timely completion of written reports.
- Attend monthly quality assurance meetings to ensure that program outcome measures are met.

OTHER SKILLS AND QUALIFICATIONS

- This position requires BA/BS in gerontology, social work, or equivalent social service experience or a minimum of three to five years of experience in social service delivery, preferably with a focus on senior citizens and people with disabilities or an MSW.

- Excellent oral and written communication skills.

Working knowledge of Federal, State, and local laws and requirements related to elderly and disabled programs, as well as non-governmental networks related to services, e.g. homemakers, Meals-on-Wheels, disability counseling, and local Agencies on Aging.

- Understanding of the physical, mental, and social changes associated with elderly and disabled populations, including cognitive impairments, medication/substance abuse, fraud/violent crime awareness and self-protection, and dealing with death and loss.
- Demonstrated working knowledge of supportive available in the local community.



- Demonstrated ability to advocate, organize, problem-solve, and obtain results
- Computer literacy Microsoft Office and case-management software.
- Ability to work flexible hours, including occasional evening or weekend work, as the position may require.
- Completion of 36 related classroom or seminar training hours prior to hire or within the first twelve months as Services Coordinator.
- The candidate should be capable of clearing a national criminal background check, and have at least five years of acceptable work history.

This position will remain open until filled.

Please send resume and salary requirements to giannad@cfhousing.org or to Central Falls Housing Authority Attn: Bridgett Duquette 30 Washington Street Central Falls, RI 02863

This is a grant funded position with a salary range of \$50,000-\$58,000.