

PHOENIX FAMILY SENIOR COMMUNITY JOB DESCRIPTION

POSITION: Service Coordinator
Olathe, Kansas
Full-Time, Non-Exempt

JOB DESCRIPTION:

Do you have a passion and dedication to serve the older adult population? If so, Phoenix Family Housing has an opportunity for you. We are currently seeking to fill a full-time service coordinator position, 40 hours a week, at an independent living apartment community located in Olathe, KS. The service coordinator is responsible for providing on site social services for approximately 80 residents. If you are looking for a position that will help the older adult population stay healthy, active and living independently then Phoenix Family would like to have you join their outstanding and dedicated team of professionals.

JOB REQUIREMENTS

- Bachelor's degree in social services field or equivalent relevant experience.
- Knowledge of community resources available to older adult and disabled residents.
- Experience in problem solving and demonstrated skills in conflict resolution.
- Ability to develop positive relationships with residents to assess needs and provide referrals.
- Familiar with the strengths-based approach to service delivery.
- Willingness to organize and create culturally diverse programs.
- Excellent oral and written communication skills.
- Ability to use oral and written skills to effectively communicate with residents, staff, and community social service agencies.
- Ability to master Phoenix Family's database to run reports and enter client information.
- Proficient in Microsoft products such as Excel, Word, and Publisher.

JOB RESPONSIBILITIES

- Identify supportive services and other resources for older adult and disabled residents including medical, financial, mental services as well as assistance programs.
- Actively demonstrate high level of discretion and autonomy regarding program development, resident life skill enhancement, and overall administrative tasks and duties as assigned.
- Daily communication with residents to evaluate immediate needs and provide appropriate referrals to community social service agencies as necessary.
- Monitor resident progress and provide case management: Continuing assessment and crisis intervention skills utilized to ensure residents receive/obtain necessary services and referrals.
- Collaborate with management in social service program development and implementation.
- Maintain communication with management regarding resident daily living needs to enable residents continued independent living.
- Assist management in defusing resident problems and offer appropriate social services assistance.

- Assist management and family members, as necessary, to adhere to resident requests to move to a higher level of care facility along with any other personal requests that do not endanger and/or compromise the resident's safety and/or health.
- Provide individual support to residents and their family members as needed (i.e. discuss anxieties and stress caused by illnesses, difficulties in coping with residual physical disabilities, financial strain and fears related to helplessness and death).
- Provide assistance, as needed, to residents in preparing documents (i.e. Vial of Life, Emergency Information Sheet, Medicare, and Medicaid applications).
- Obtain resident signatures for Release of Information sheets to communicate with all necessary medical personnel and social service agencies providing services to residents.
- Maintain detailed files on all residents documenting contacts, referrals, and all correspondence related to residents.
- Organize and develop special and diverse program events, with resident participation, such as: speakers, recreational and educational activities, and support groups as needed.
- Disperse food to residents through various food programs, including Harvesters Mobile Food Pantry. Lifting up to 50 lbs. may be required.
- Maintain detailed information on all programs, activities and/or services and distribute to residents through resident meetings.
- Design and distribute monthly newsletter and calendar to residents.
- Collaborate with agencies and Human Services Manager to ensure that all programs and activities have proper insurance coverage for scheduled events.
- Actively network with local program providers to advocate for program development to assist low-income resident needs.
- Facilitate resident meetings.
- Attend Resident Association meetings, Service Coordinator meetings, seminars and conferences, and other meetings as requested.
- Attend training on senior oriented topics as required by HUD.
- Collaborate and network with area Service Coordinators to expand and enhance social service programming.
- Complete monthly and annual reports as required.
- Practice the strengths approach and strive toward resident self-sufficiency with every service and program provided and created.
- Create culturally diverse programming that addresses and respects every ethnicity, race, and/or religion.

Requirements:

Bachelor's degree in human service field preferred but may be substituted with experience working with program development and/or working directly with the senior population. Experience working with clients living in poverty and knowledge of Johnson County social service agencies and resources preferred.

Application Instructions

Phoenix Family is an Equal Opportunity Employer. Please provide the following when submitting your application or it will be considered incomplete and will not be considered.

1. Submit a cover letter designating your interest in the position, your salary requirements, and your availability to begin the position (i.e. start date availability).
2. Resume reflecting qualifications and experience.

3. List of at least 3 professional references to contact including names of reference, phone number and email address for each reference as well as what capacity you know and/or worked for the reference.

This position reports to the Human Services Manager.

No phone calls please.

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