



Job Title: Service Coordinator

FLSA Status: Non-Exempt

Reports To: Resident Services Manager

JOB PURPOSE

The Service Coordinator provides hands-on case management to residents living at RBJ Senior Housing and cultivates an empowering attitude to help residents remain independent and increase their self-sufficiency. This is a new position for RBJ Senior Housing, and the selected candidate will join the existing Resident Services team which includes a Nutrition & Wellness Manager and a Resident Services Manager.

RESPONSIBILITIES

- Perform thorough evaluations of residents' needs and create tailored service coordination plans which are reviewed regularly and updated as goals and needs change.
- Conduct outreach to new residents and existing residents to build strong awareness of our services.
- Provide residents with education and support with public benefit applications including Social Security, Medicare, and Health and Human Services benefits.
- Act as a facilitator for residents to achieve stability by offering education and targeted referrals to appropriate services such as in-home care and provide consistent follow-up to ensure the effective utilization of resources.
- Maintain records and documentation of services in RBJ client database systems.
- Maintain an up-to-date list of community resources, actively seek out new services, and build strong relationships with local service providers to ensure effective promotion and referral of residents to appropriate support.
- In collaboration with the team, organize health and wellness events at RBJ at least once per month.
- Advocate for residents and liaise with both internal and external parties to promote high-quality services.
- Contribute to Resident Services-related projects and initiatives as needed.

Continued next page

SKILLS & COMPETENCIES

- Superior verbal, interpersonal, written, and listening communication skills with proven ability to communicate subject matter in an appropriate and professional manner.
- Demonstrated ability to problem solve complex situations and engage in crisis intervention/prevention.
- Understands the system for core public benefits and demonstrates the ability to successfully complete applications and perform follow-up.
- Understands the interconnectedness of aging, housing and health-related issues. Able to identify trends among residents to see and bridge gaps and connect dots.
- Ability to adhere to documentation requirements and work deadlines – organized and manages time independently.
- Willingness to meet with residents in their home or preferred setting on the property.
- Proficient in Microsoft Office suite applications and client database systems.

MINIMUM EXPERIENCE

- Bachelor's Degree and/or equivalent work experience in a human service related field with a minimum of 2 years of experience in direct delivery of social services.
- Knowledge of and training in aging and disability services.
- Preference for fluency in both English and Spanish languages.

COMPENSATION & BENEFITS

The base salary for this position is \$59,904 / \$28.80 per hour. In addition, RBJ Senior Housing offers a competitive benefits package which includes no-cost healthcare options and a 5% match for retirement contributions with full vesting after 1 year of service.

TO APPLY

Please send your resume and cover letter via email to ecarter@rbjseniorhousing.org