



## **JOB DESCRIPTION**

**POSITION TITLE:** RESIDENT SERVICES COORDINATOR

**REPORTS TO:** COMMUNITY LEADER

**POSITION SUMMARY:** The Resident Services Coordinator will work to improve the quality of life for residents. This is accomplished by increasing residents' access to services and by facilitating their participation in programs that enhance their physical, social and mental well being.

**ESSENTIAL DUTIES:**

- Develop and maintain linkages with community resources such as the Area Agency on Aging in order to remain current regarding information and services available to address resident needs.
- Act as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
- Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring educational, recreational, and therapeutic programs for resident participation.
- Address the social and recreational needs of the senior community with the assistance and participation of the resident.
- Identify leaders among the residents to volunteer to manage aspects of the service program and social and recreational functions in the development. Encourage volunteerism.
- Educate residents to services available on-site and in the community.
- Create new services or increase the availability of existing services to meet resident needs.
- Empower residents to meet their own needs through education, training, and accessing services for themselves.
- Create and distribute brochures, newsletter.
- Document contact with residents, providers, and families. Keep resident files current.
- Prepare reports regarding service provision and update service plan in accordance with governing bodies.

**KNOWLEDGE AND SKILL REQUIREMENTS:**

- Organizational skills
- Customer service oriented
- 2 year degree
- Verbal and written communication skills
- Knowledge of spreadsheets and word processing computer programs
- Flexibility to adjust to different situations and issues as they arise

**TYPICAL PHYSICAL DEMANDS:** Regularly use hands to manipulate writing instruments, controls, phones, calculator keypad, and computer keyboard. Frequently stand, reach with hands and arms, climb, balance, and stoop. Sit and stand to do clerical work. Walk, climb stairs during routine site visits and inspections. Regularly lift and move office supplies up to 20 lbs.



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**TYPICAL WORK CONDITIONS:** Work is performed primarily in an office environment. Employee will frequently tour property and show apartments. Employee frequently interacts directly with residents and other staff members during the workday.

This position may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.