



Job Title Resident Services Coordinator (RSC)

Manager Director, Resident Services

Location Home Base Tukwila Corporate Office: 14400 Tukwila International Blvd, Tukwila, WA 98168

Department Resident Services Coordination

FLSA Status Exempt

Purpose

Resident Services Coordinator (RSC) is responsible for promoting the critical well-being of SHAG residents in their designated communities by providing information and resource referral, linkage to services, and coordinating and overseeing the delivery of support services to empower residents to live independently. To achieve this purpose, the RSC will collaborate and coordinate in close partnership with community leadership from designated SHAG communities including residents, outside volunteers, local neighborhood agencies, and community resources. In addition, the RSC will collaborate and coordinate with fellow Programs and Partnerships team members to coordinate resident driven activities and wellness programs for residents of SHAG communities within their designated portfolio. The RSC will report outcomes in thorough, timely and accurate tracking of relevant data points in the GRACE database for workflow and will be responsible for documenting vital metrics. The RSC will further enhance the quality of resident life through empathetic listening, efficiency of referrals, impartiality, program sustainability and appropriate advocacy.

Minimum Eligibility Requirements

- Ability to be sensitive to the needs and concerns of seniors and their families.

Minimum Eligibility Requirements

- Knowledge of available resources, services and how to access those.
- A working knowledge of area social services is a plus.
- Ability to manage time efficiently and pro-actively.
- Clear and efficient verbal and written communication skills.
- Conflict management and de-escalation trainings a plus.
- Demonstrated experience in successfully working with diverse populations.
- Competent decision-making, problem-solving, negotiation skills to contribute to and influence across functional teams and inform needs-based decisions and actions.
- Ability to organize and fulfill multiple projects under pressure with minimal supervision.
- Proficiency with MS Office suite (Excel, PowerPoint, Word, Outlook).

Resident Services Coordination Essential Functions

- Ability to provide outreach and engagement services to assist residents in identifying the services and benefits needed to maintain independence, self-sufficiency and wellbeing.
- Ability to identify needs of residents of SHAG communities residing within their designated portfolio and develop workflow plan for daily, weekly and monthly time-management.
- Ability to educate residents on service availability, application procedures both individually and as a group and assist residents in making applications for needed resources, including income, health care, employment, adult day health, transportation and other support services.
- Ability to develop ongoing relationships with community resources such as health and mental health clinics, assessment/case management, counseling programs, adult day centers, legal services, recovery programs, ESL classes and other community resources needed by residents.
- Ability to act as an advocate for residents on a continuing basis to ensure consistent service from these agencies and systems.
- Ability to create and/or maintain directory of local providers for use by both staff and residents, as needed.

Resident Services Coordination Essential Functions

- Ability to monitor services provided for residents by outside agencies and coordinate/collaborate with those providers and track the effectiveness of response and resident satisfaction with resources.
- Ability to work closely with on-site community and portfolio managers to identify and monitor residents who need supportive services and work together to identify lease and house rules violations and collaborate on strategies to address these violations. When appropriate, attend unit inspections as a tool to gain insight on resident's needs.
- Ability to coach residents build informal support networks with other residents, family and friends.
- Ability to maintain clearly designated schedule at each designated community in portfolio, assigning priority and focus based on community size.
- Ability to consistently utilize Agency database for timely tracking of Resident Engagements (i.e., progress notes, care plans, referrals made, follow-up dates).

Education and Experience:

- Direct experience providing services to low income households, Seniors, and/or adults with disabilities, preferably including the provision of information and referral services preferably in a housing setting.
- Bachelors' degree in social work, public health, human services, or a related field; High School Diploma and 3-5 years of equivalent professional experience may be substituted for a degree.
- Must pass criminal background check.

Certifications or Licenses:

- Professional Service Coordinator (PSC) designated, preferred
- Must have a valid WA State driver's license and driver's insurance.

Supervisory Responsibilities:

- N/A

Working Conditions (travel, hours, environment, physical requirements)

- This position is exempt.
- This job requires simple grasping and fine manipulation, sitting at a desk, and using a computer for extended periods of time, moderate use of telephone, standing, walking, bending and reaching.
- Approximately 75% of the job involves travel throughout the Puget Sound area (mileage will be reimbursed at the current federal rate).
- Normal office environment, business casual attire.
- Visits to residents' apartments are a regular part of the job.
- May require lifting or moving of objects up to 25 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Signature

I have read and understand the above job description. By signing below, I certify that I meet the minimum requirements and physical demands of the job.

Signature

Date

Printed Name

SHAG Community Life Foundation does not unlawfully discriminate against any person based on race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.