

**DCHA SUPPORTIVE SERVICES COORDINATOR
JOB DESCRIPTION
SALARY RANGE: 50,000 TO 55,000**

The Supportive Service Coordinator shall be under the direct supervision of the Property Manager and is responsible for improving the viability of the housing developments and improving 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. Responsibilities shall include but not be limited to the following:

The Supportive Services Coordinator on behalf of DCHA with supervision and collaboration with the Property Manager will develop and implement supportive services at the assigned development(s). He/she works as a member of the Property Management team and is accountable to the Property Manager. It is the responsibility of the Supportive Services Coordinator to ensure that the needs of the residents are balanced with the priorities and standards of DCHA. Regular evening and weekend hours are required.

GENERAL DUTIES AND RESPONSIBILITIES FOR SENIOR POPULATION

1. Provide general assistance and advocacy related to support and social services to all residents; provide up to date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
2. Refer and link residents to supportive services available in and provided by trusted partners/resources in the general community. Such services may include, but are not limited to, case management, personal assistance, homemaker services, meals-on-wheels/congregate meal provision, transportation, counseling, visiting nurse, preventive health screening/wellness training, and legal advocacy.
3. Act as liaison with local care providers and hospitals to ensure successful discharge from care facilities and return transition of residents to their apartments.
4. Work cooperatively with residents and their families when planning for relocation to a nursing home or other long-term care facility is required.
5. Promote a positive social climate that fosters residents' psychosocial well-being by developing, implementing, and monitoring educational, recreational, and therapeutic programs for resident participation.
6. Address the social and recreational needs of the senior community with the assistance and participation of the resident.

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7. Identify leaders among the residents to volunteer to manage aspects of the service program and social and recreational functions in the development. Encourage and coordinate volunteerism.
8. Educate residents to services available on-site and in the community.
9. Create new services or increase the availability of existing services to meet resident needs.
10. Empower residents to meet their own needs through education, training, and accessing services for themselves.
11. Create and distribute brochures, newsletter.
12. Document contact with residents, providers, and families. Keep resident files current.
13. Prepare reports regarding services provision and update service plan in accordance with the governing bodies. Assesses, counsels, recommends and /or resolves resident issues impacting resident's personal life, health and well-being, and refers residents to suitable community services and resources as appropriate.

GENERAL DUTIES AND RESPONSIBILITIES FOR FAMILY POPULATION

1. Develop and implement supportive service programming in collaboration with residents, management, and local community service providers.
2. Provide ongoing outreach services to identify individuals who would benefit from services, recruit volunteers, and identify program service gaps.
3. Act as a liaison to local human service providers and represent DCHA on various task forces and community groups.
4. Coordinate the delivery of services with local human service providers
5. Maintain all necessary information regarding services of residents.

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6. Oversee and/or provide crisis intervention, case management, and follow-up services to referrals from management, residents, or other agencies
7. Support resident efforts in community building initiatives and assist in establishing and sustaining resident organizations.
8. Administer all aspects of the FSS Program.
9. Identify funding for new and expanded programs in the developments.
10. Assist other department staff in understanding and participating in the goals and programs initiated by resident services.
11. Review and submit all billing and program reports required by funding sources, monitoring entities, and DCHA.
12. Attend all required meetings and prepare and participate in additional and/or special projects as required from time to time by DCHA

REQUIREMENTS

1. Bachelor's Degree in social work and 1 year of experience or any equivalent combination of experience and training.
2. Excellent interpersonal skills and ability to interact with a variety of both internal and external clients.
3. Proficient in Microsoft Office
4. Valid Driver's License and access to and use of a personal vehicle for transportation to and from work and to appropriate appointments outside the assigned office.
5. Must pass a pre-employment physical, drug and alcohol screening scheduled by the employer.

