



Service Coordinator

Department: Resident Services
Reports to: Resident Services Supervisor
FLSA Status: Non-Exempt

Position Overview: This position is responsible for assisting SAHA residents, which depending on property composition may either be seniors, families, adults with disabilities, or a combination of one or more, to thrive in their community. Service Coordinators achieve this by assisting residents to maintain their independence, with or without supports as needed.

Primary Duties and Responsibilities include but are not limited to the following:

- Provides non-clinical case management, assessment and referral services to all residents within assigned site(s), including securing the full range of social services needed by individual residents, and providing crisis intervention and de-escalation.
- Maintains accurate and timely documentation on all resident demographics, issues, requests, statistics, incidents, program attendance, interactions and outcomes through online services software.
- Educates residents on service availability, benefits and other application procedures, tenant rights, tools for healthy living and lease compliance.
- Provides system navigation support to residents in order to access benefits, services, and community resources.
- Monitors, documents and helps residents prevent and manage cognitive, emotional, and physical health issues, including ADL limitations, and assists residents with their move to a care facility.
- Conducts outreach and engagement, monitoring service periodically, and home visits when required.
- Establishes constructive relationships with residents and their families, community agencies, volunteer organizations, and company staff.
- Communicates consistently and constructively with Property Management staff, including attending weekly site team meetings.
- Collaborates closely with Community Engagement staff to establish volunteer support, community engagement programs, and special projects.
- Develops a wide range of mutually beneficial activities designed to build community and provide opportunities for socialization, wellness and civic engagement within the building and neighborhood.
- Publishes building activities and events through flyers, newsletters and a monthly calendar.
- Coordinates transportation services for residents in sites where SAHA's transportation is available.
- Maintains client confidentiality with the resident population according to guidelines, and accurately reports incidents of abuse and neglect to Adult and Child Protective Services as required by law.
- Coordinates and collaborates with outside agencies and organizations in order to bring educational and community building activities and services to assigned building(s).

- Other duties as assigned by supervisor and/or management.

Qualifications: Skills, Knowledge and Abilities

To perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with special needs to perform the essential functions.

Education and/or Experience

- Bachelor's degree in Social Work, Psychology, Gerontology, or related field equivalent experience.
- Minimum 1-2 years related experience working with seniors, families or individuals with special needs (i.e. veterans, formerly homeless, transition age youth, individuals with severe and persistent mental health, etc.).
- Experience with or knowledge of Fair Housing law is a plus.

Abilities and Attributes

- Must have the ability to maintain professional boundaries, including exercising objectivity and confidentiality, while building trusting relationships with residents and staff.
- Excellent written and oral communication required. Additionally, ability to speak other languages such as Cantonese, Mandarin, Farsi, Russian or Spanish is a plus.
- Must have excellent customer service, negotiation and communication skills.
- Must have the ability to respond/intervene appropriately and effectively to crisis.
- Strong computer skills, including ability to easily navigate the internet, use Outlook, create Word and Excel documents, and work with a web-based database.
- Must be able to speak publically at large building activities, town halls, and meetings.
- Must be familiar with community resources or have the ability to acquire those resources and become familiar.
- Must be sensitive to the needs and concerns of residents and their families.
- Must have experience and ability to work positively within a multi-cultural team environment.
- Must be able to exercise good judgment and common sense, based on analysis, evaluation, and risk assessment in determining what to handle without help, and when to ask for guidance or help in prioritizing from supervisor.
- Must be able to work independently, think critically, creatively problem solve, and manage time effectively.
- Must have creativity and an ability to adjust to change.
- Community networking skills, knowledge of civic engagement and intergenerational and activities programming a plus.
- Must have basic math abilities with the ability to manage a budget.
- Must have ability to attend mandatory meetings and training. Including but not limited to completion of a minimum of 36 hours of training within the first year of employment, and 12 hours of continuing education every year thereafter. SAHA will provide associated and required trainings.

Supervisory Responsibilities

- None

Certificates & Licenses

Some positions require a valid CA driver license and good driving record, a DMV check will be conducted on those positions required to drive.

Physical Demands

- Simple grasping and fine manipulation, sitting at a desk while using a computer, and

using a telephone for extended periods of time.

- Intermittently twisting to reach objects near the desk, standing, walking, bending reaching, using a computer, and occasionally lifting or moving objects which may weigh up to 35 pounds.

Work Environment

This job is primarily conducted in an office environment where noise and temperature variations are minimal and casual business attire is required. Some positions require occasional driving whereby exposure to fumes, dust, and other environmental elements may occur in rare circumstances. Must be able to work under time demands and remain calm and professional with a wide variety of personalities.

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