

Resident Services Coordinator

Job Details

Position Type
Part Time (0-19.5 hours)
Salary Range
\$27.32 Hourly

Description

THE WORKING LOCATION OF THIS ROLE IS THE HERBERT T. CLARK HOUSE, 45 CANIONE ROAD, GLASTONBURY

Under general supervision of the Outreach Social Work Coordinator and Director of the Herbert T. Clark House, incumbent provides social work services to residents of Senior Housing to maintain independent living status, assess the individual's needs, and work with residents to establish and maintain linkages to needed support services. The schedule for this position varies, totaling 19.5 hours per week or less.

ESSENTIAL DUTIES:

1. Orients new client-residents and conducts home visits to provide an assessment of needs, information and referral, intervention, monitoring, and follow-up services.
2. Works directly with assisted living contractor to ensure delivery of services to assisted living residents and completes required documentation.
3. Provides case management services to residents, as needed. Assists in completion of application forms for various types of federal and state, social and financial assistance, such as Medicare and Medicaid, for example. Provides information and referral on a wide array of supportive services to residents and their caregivers.
4. Responds to referrals from the Glastonbury Housing Authority as well as Senior Services, Social Services and Police Department. Follows up on referrals from community sources such as family members, neighbors and a variety of community agencies.
5. Develops and maintains linkages with community resources in order to remain current regarding information and services available to address resident needs.
6. Acts as a liaison with local care providers and hospitals to ensure successful discharge from health care facilities and transition of residents to their homes. Works cooperatively with residents and caregivers when planning for relocation to other community housing or long term care facilities.
7. Completes administrative tasks such as writing case notes and compiling statistics, reports, and resident newsletters.
8. Promotes a positive social climate by offering educational, wellness and recreational programs at the housing sites. Assists with resolution of inter-resident conflicts and resident-family difficulties.
9. Plans employee training sessions as needed to educate staff regarding aging issues and resident services.
10. Participates in case consultation and supervision.

OTHER DUTIES:

1. Performs other duties as required.

CONFIDENTIALITY:

- Maintains confidentiality of records and information in compliance with HIPAA

CONDUCT:

- Observes safe work practices

- Observes state traffic laws
- Represents the Town in a professional and courteous manner at all times

DEPENDABILITY:

- Regularly attends and is punctual for work

NOTE: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Incumbent must be able to perform essential duties with or without reasonable accommodation.

Qualifications

QUALIFICATIONS PROFILE:

- Ability to perform case management and social work services including: assessment, monitoring, intervention and follow-up
- Considerable knowledge of the issues and needs of the senior and disabled population and community resources
- Working knowledge of relevant federal and state, social and financial service programs, such as Medicare, Medicaid, Connecticut Homecare Program for Elders, and Connecticut Renters' Rebate Program.
- Strong verbal and written communication skills
- Ability to demonstrate good judgment, respond effectively in a crisis, work independently, and collaboratively with others; and good customer service skills
- Knowledge of state traffic laws

PHYSICAL/MENTAL REQUIREMENTS:

- Must be mobile, able to push/pull/lift light objects that weigh up to 20 pounds; sit, stand or walk for prolonged periods. Able to perform manipulative skills which require hand-eye coordination such as keyboard skills. Must be able to perform simple motor skills such as standing and walking
- Must be able to see objects closely as in reading or typing a document; hear normal sounds with background noise, distinguish voice patterns and communicate with speech as in using a telephone or communicating with the public, staff and/or volunteers
- Must be able to concentrate on moderate detail with some interruption, attend to a task/function for 25-45 minutes or more, remember multiple tasks/assignments over long periods; understand and relate to specific ideas generally several at a time

MINIMUM TRAINING AND EXPERIENCE:

- Bachelor's Degree from a recognized college or university in Social Work, Psychology, Gerontology or related field
- One (1) year of work experience providing case management with the elderly and/or disabled in a similar setting
- An equivalent combination of training and experience will be considered.

LICENSE OR CERTIFICATION:

- Valid Driver's License
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