

**Volunteers of America of Oklahoma**  
**Job Description**

Title: Service Coordinator  
FLSA Classification: Non-Exempt  
Career Band: Professional (P2-P3)  
Department: Housing  
Reports to:

Job Summary:

The service coordinator assumes responsibility for the service management function within assigned properties. This function includes development of contact with service providers, educating residents of resource availability, and monitoring provisions of services. The service coordinator works in conjunction with the Community Administrator and other management staff of the property.

Job Duties:

- Assists and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle.
- Promotes wellness activities for all residents.
- Educates residents, families, and staff on available community resources.
- Assists residents in building informal support networks among themselves and with family members.
- Acts as a liaison between community agencies, service providers, and residents.
- Works as a team member with facility manager and other housing management staff in serving residents/clients.
- Encourages residents to be proactive in meeting their social, psychological, and physical needs.
- Facilitates meeting of needs when necessary, but avoids the creation of unhealthy dependence.
- May assist residents or coordinate training for residents in understanding lease and tenancy obligations.
- Does not perform any duties or functions that are duly assigned to management or are associated with management responsibilities.
- Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.
- Performs service management function for all residents needing assistance.

- Provides limited case management (i.e., evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community.
- Educates residents on service availability, application procedures, residents rights, etc. both individually and as a group.
- Reports all suspected abuse situations to the appropriate agency.
- Sets up volunteer support programs with service organizations in the community.
- Advocates and may negotiate on behalf of residents for adequate, timely and cost effective provision of services.
- Meets with service providers as needed and appropriate.
- Assembles a directory of community services and makes it available to residents, families, and management.
- Assembles a directory of community services and makes it available to residents, families, and caregivers.
- Assists management in identifying residents who need assistance.
- Documents contact with residents, providers, and families.
- Maintains individual files on residents which are kept in a secure area to insure confidentiality.
- Completes reports with copies given to Community Administrator, Quality Assurance Administrator, and government agency (where applicable) in an accurate and timely manner or according to governing regulations.
- Pursues avenues for additional services through private local, state, and federal sources.
- Creates service management plans as appropriate.

### Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to read, write, type, walk, stand, sit for prolonged periods, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent driving, pushing and pulling are also required.

### Qualifications and Skills:

- Baccalaureate Degree- Concentration in Social Work, Gerontology, Psychology or Public Health preferred.
- Demonstrated working knowledge of community services in the region with particular knowledge of services that are provided for the population living within the property.
- Trained in the aging process, elder services, disability services, drug and alcohol abuse and mental health issues.

- Aware of eligibility for and procedures of federal and state entitlement programs.
- Alert to legal liability issues related to providing service coordination.
- Good communication, writing, problem solving and organizational skills in addition to strong advocacy capabilities.
- Possess the appropriate professional license where applicable.
- Ability to reason clearly and make sound judgments.
- Ability to communicate clearly and effectively with members, family, external stakeholders, and employees.
- Ability to effectively supervise employees, monitor quality of programs, and develop/implement new programs.
- Ability to work as a team member.
- Ability to work independently.
- Ability to be on call 24 hours per day, seven days per week.
- Ability to operate job functions with appropriate time management and fiscal responsibility.
- Ability to establish and maintain satisfactory relations with others.
- Ability to coordinate multiple tasks at once.
- Ability to determine what is in the service recipient's best interest (e.g., safety).
- Ability to handle sensitive issues while protecting others' welfare.
- Ability to be honest, reliable, dependable, and professional at all times.
- Ability to exercise patience, understanding, creativity, and flexibility.
- Ability to be a team player, detail oriented, decision maker, self-starter, self-motivator who demonstrates leadership qualities.
- Ability to audit service recipient's related records.
- Ability to share information through coaching, teaching, and training.
- Possess a social security card.
- Maintain a valid Oklahoma Driver's License.
- Maintain current automobile insurance.
- Possess reliable transportation.
- Maintain an acceptable driving record.
- Maintain an acceptable OSBI.
- Maintain an acceptable Community Services Registry check.
- Excellent proven written and spoken communication skills.
- Knowledge of disability types (e.g., developmental disorders and physical disorders).
- Knowledge of individual service recipients (e.g., range of function, special needs).
- Knowledge of safety guidelines (e.g., general emergency procedures).
- Knowledge of Volunteers of America of Oklahoma (e.g., policies and procedures, services provided).
- Knowledge of related parties (e.g., HUD, monitoring agencies, service recipient's family)
- Excellent oral and written communication skills.
- Ability to maintain accurate records and present data contained in those records in a timely manner.

- Competent user of all MS Office Suite applications (Outlook, Word, Excel, PowerPoint, etc.)

**Certification of Understanding:**

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

**This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.**

I also understand and recognize that I retain the option, as does Volunteers of America of Oklahoma, to end my employment at any time, with or without notice and with or without cause. As such, your employment with Volunteers of America of Oklahoma is at-will and neither this job description nor any other oral or written representations may be considered a contract for any specified period of time.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee printed name: \_\_\_\_\_