



## Position Announcement

**TITLE:** SERVICE COORDINATOR – FULL-TIME **DATE:** September 7, 2017  
**LOCATION:** Eastern Park Apartments - 711 Eddy St, San Francisco, CA 94109  
**FLSA:** Non-Exempt

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### SUMMARY:

Provides outreach, case finding, assessments, and care planning to seniors, disabled adults and families within the scope of the Living At Home Program. Services attend to the psychosocial, health, financial, recreational, nutritional and legal needs of clients.

### ESSENTIAL FUNCTIONS:

- Establishes and maintains relationships with individual residents, their families and neighborhood groups.
- Identifies and documents residents in need of services and maintains awareness of health status.
- Serves as liaison or advocate with outside social and health agencies for the residents.
- Provides individual casework and case management for frail or at risk residents to include assessment, development of individual care plan, coordination of services and monitoring.
- Provides information and referral, crisis intervention and counseling with individuals and groups as needed.
- Maintains accurate and up-to-date records and files on all clients receiving casework services.
- Identifies barriers to full and complete provision of service needed by participants and effectively problem-solves to resolve these issues.
- Facilitates and supports "neighbor-to-neighbor" family and volunteer care giving, including direct responsibility for designated volunteer programs at specific sites.
- Provides resident population with current information on services, benefit programs and other resources.
- Identifies and develops training opportunities for resident groups and site staff.
- Works cooperatively with housing manager or agency director in an advisory or facilitative capacity to address needs of residents
- Ensures completion of required documentation and statistics.
- Performs other duties as assigned.

### KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of and access to community resources. Knowledge of and willingness to match programs and services appropriate for residents. Instructional skills to present information. Skill to organize and document notes and care plans. Skill to establish and maintain effective working relationships. Demonstrated proficient interpersonal, verbal, and written English communication skills. Ability to relate appropriately and effectively to residents and families, to other staff and to personnel of other community agencies. Ability to work independently and as a member of an interdisciplinary team including residents. Ability to maintain positive customer focused approach and confidentiality of resident, staff and organization information at all times. Ability to act with patience, tact and courtesy in dealing with residents, family and staff under demanding and difficult conditions. Sensitivity and understanding of issues related to aging. Proficient with Microsoft Office suite of products (Word, Excel, Outlook). Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

### QUALIFICATIONS:

Minimum of Bachelor's degree in social work, sociology, gerontology or psychology (Master's degree preferred) and three years of recent experience in a social services capacity. Comfortable working with residents who speak Russian, Tagalog, Cantonese, Mandarin, or Spanish. California driver's license, proof of insurance, and clean driving record. Bilingual in Cantonese preferred.

**SUPERVISORY RESPONSIBILITY:** None.

**APPLY TO:** Social Services Supervisor by clicking [here](#).