



**Position:** Director of Resident Services

**Reports to:** Executive Director of Coleman House

**Status:** This is a regular, full-time position for thirty-five (35) hours per week with benefits.

**Summary:** The Director of Resident Services is responsible for service management at Coleman House. This position includes development of contacts with service providers and agencies for resident referrals and ongoing service management responsibility. The Director of Resident Services educates residents on available services and monitors provision of services. He or she works in conjunction with other Resident Services staff members across the JCHE sites. In addition, the Director of Resident Services oversees the Group Services at Coleman House including creative innovative and interesting programs for our residents. This position requires enthusiasm, compassion, patience and an ability to work collaboratively with a team supporting our older adult residents.

**Essential Duties and Responsibilities:**

(some of which are delegated to the Group Services Coordinator /Bi-Lingual Resident Services Coordinator or Care Connections Coordinator according to the Director of Resident Services' discretion):

- Educate, assist and advise residents and families of available services and resources both within JCHE and in the community.
- Coordinate community building programs and activities throughout the building, making use of all common area spaces.
- Promote programs and activities for all residents.
- Coordinate wellness activities independently and in cooperation with the Director of Fitness and Wellness or designee.
- Assist residents in building formal and informal support networks among themselves and with community agencies.
- Work as a team member with the Executive Director and other staff in serving Coleman House residents.
- Follow up on resident situations as needed for supportive services.
- Facilitate meeting of resident needs when necessary, while promoting independence.
- Act as a liaison between community agencies, service providers, families, and residents.

- Work with Executive Director in assisting residents or coordinating training of residents in understanding lease and tenancy obligations. Sometimes this involves one on one meetings in a lease violation situation.
- Monitor the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.
- Provide case management (i.e. evaluation of social, psychological, and physical need and the development of a service plan) for a resident when such is not being provided by any other agency.
- Report all suspected abuse situations to the appropriate agency.
- Advocate on behalf of residents for adequate, timely, and cost effective provision of services.
- Meet with service providers as needed.
- Assemble a directory of community services available to residents, family and staff.
- Identify residents who need assistance.
- Document significant contacts with residents, service provides, and families.
- Maintain confidential files on residents.
- Pursue avenues for additional services through private, local, state, and federal sources.
- Other duties as assigned.

**Supervisory Responsibility:** Director of Resident Services supervises the Group Services Coordinator, the Bi-Lingual Resident Services Coordinator and the Care Connections Coordinator.

**Qualifications:** Excellent verbal and written communication skills. Good interpersonal skills with the ability to work well with older adults of all ages, with all levels of housing and community agency staff. Good organizational skills, involving the ability to manage time effectively and work independently. Must have good problem solving skills. Collaborative style, good team work skills. Must be appropriate in professional dress and demeanor. Emotionally generous personality.

**Experience:**

- Masters or Baccalaureate Degree, with concentration in Social Work, Gerontology and/or appropriate prior experience.
- Training and a working knowledge of community services in the area, especially those provided to older adults and disabled persons.
- Awareness of Federal and State entitlements programs.
- Familiarity with HUD rules and regulations, particularly those pertaining to Fair Housing and 504 – Reasonable Accommodations.

**Working Conditions/Physical Demands:** Normal office environment

Last Updated May 2018

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

*\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis*