

HISPANIC HOUSING DEVELOPMENT CORPORATION
Elderly Resident Service Coordinator

SUMMARY: The **Elderly Resident Services Coordinator** is responsible for developing, implementing, and promoting social services for elderly, handicapped and family residents. This coordinator provides general service management including intake, education (services available and application procedures) and referral of residents to service providers in the general community. These social services may include: Counseling; Financial assistance, Preventive health screening, Meals-on wheels, and other needed services.

ESSENTIAL JOB FUNCTIONS include the following. Other duties may be assigned.

- Assesses the residents' need for social services by interviewing each senior individually to determine their current physical capability, economic needs, need for social and supportive services and counseling, degree and frequency to which they participate in activities and services that are currently offered.
- Becomes acquainted with resident immediate families.
- Contacts providers for the needs of the residents in the building (i.e. for food, medication, physical/mental care, etc.).
- Creates and implements an on-going service plan based on the needs assessments to address the physical and emotional needs of the residents individually and collectively. This would include counseling and referral to appropriate resources and services.
- Creates and maintains a case file on each elderly or handicapped resident of the building. Completes required client forms and inputs data into computer data base.
- Staffs resident council meetings and provides technical assistance; develops monthly program calendar for circulation to all residents.
- Works with management and resident council committees to develop and implement building and community activities and programs of interest and value to the residents.
- Develops and implements plans that will regularly include resident participation in management and social service program decisions.
- Identifies and establishes relationships with community social, educational and recreational program resources who can offer their programs to the seniors and handicapped residents.
- Acts as a liaison and advocate on behalf of the residents to public and private agencies staff serving elderly.
- Assists in collecting data, writing reports, and providing other information as required by HHDC and HUD.
- Works with property manager to resolve complaints from residents, and to help residents that need assistance.
- Other duties as assigned.

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MINIMUM QUALIFICATIONS

- ◆ BA or BS from accredited university or college.
- ◆ Minimum 3 years experience working in areas of community development, and/or social service administration in a community development environment or aging environment.
- ◆ Knowledge and experience in casework methodology.
- ◆ Knowledge of assisted housing programs.
- ◆ Ability to work with diverse resident populations and community groups.
- ◆ Sensitivity to diverse cultures.
- Excellent ability to communicate with others both verbally and through writing.
- Computer skills including Microsoft Office applications (Word, Excel, Powerpoint, Publisher) and database systems.
- Bilingual (Spanish/English) a plus.

EOE

Important: Please indicate the position you are applying for in the subject of the fax or email. Include your salary requirements and fax resumes to 312-278-0012, Attn: HR or email to recruiting@hhdevcorp.com.

Principals only -- No Recruiters