

# WESLEY HOUSING CORPORATION OF MEMPHIS, INC.

**Job title: Service Coordinator (RN or LPN required)**

**Division/Department and Location: Housing; Memphis**

**Reports to: Community Manager**

## **Essential Duties and Responsibilities:**

- Develop a working knowledge of community services and resources. Coordinate this information and assist residents in becoming educated in and linked to available services. Create programs that stimulate residents both physically and mentally to help them live as long as possible. Develop a directory of community based services for use by residents, project staff and families.
- In cases where services are not available to residents, work with local agencies, civic groups and churches to develop specific services.
- Encourage resident involvement in service decision making process and volunteerism in coordination of services and social events. Educates residents in service capabilities, application procedures, client's rights, etc. Develop individually tailored case plan for services and periodically reassess the residents situation and needs.
- Provide problem solving and crisis intervention through individual counseling, home visits, family contact, group meetings, and referrals. Provide training in such areas as literacy, housekeeping & hygiene. Document all resident case work, resident education classes, and program activities, using forms established by the Housing office.
- Complete and submit to the Manager the HUD semi-annual report by the 15th of April and October.
- Provide orientation programs for new residents; i.e., introducing them to their responsibilities, and to available programs and services and the service coordinator's role. Assist with move-in process as appropriate.
- Provide problem solving and crisis intervention through individual counseling, home visits, family contact, group meetings, and referrals. Provide training in such areas as literacy, housekeeping & hygiene.
- Provide outreach through the creation and distribution of newsletters and brochures and presentations to local agencies, civic groups and churches, in coordination with community manager.
- Handle computerized record keeping by developing confidential individual resident profiles, and specific reports on service provision and utilization as required by HUD.
- Must take sufficient hours of continuing education to meet initial and annual HUD requirements for coordinators in senior housing.
- Other duties as assigned on an as-needed basis.

**Education and/or Work Experience Requirements:**

- RN or LPN required.
- BS/BA degree in human development, gerontology, sociology, social work, psychology, communications or other other appropriate programs required.
- Excellent verbal and written communication skills, including ability to effectively communicate both internally and externally of the organization. Communication skills should include electronic, written and face to face abilities.
- At least one year experience working in a mental health setting. Experience must include direct interaction with patients, clients, or residents.
- Should have knowledge and be able to demonstrate skills in at least one of the following areas: assessment, diagnosis, treatment or evaluation.
- Acquire and maintain professional certifications in assigned areas including continuing education.

**Physical Requirements:**

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to ambulate, bend, stoop and reach. Must be able to lift and carry up to 40 lbs.
- Must be able to talk, listen and speak clearly on telephone
- Must be able to travel and provide personal transportation
- Must provide use of a cell phone (preferably a smartphone)
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**This is a full-time position. Full-time employees are offered a wide range of benefits including PTO, paid holidays, retirement plan, FSA, and insurance offerings In addition to those benefits we offer educational assistance and personal leave.**

**Background check, references and drug screen completed on all positions. EOE**

**To apply, send cover letter and resume to: [human\\_resources@wesleyhousing.com](mailto:human_resources@wesleyhousing.com)**

**Or via fax: 901.380.4910**

**Or via mail: Attn: Human Resources**

**Wesley Housing Corporation of Memphis, Inc.**

**1615 Appling Road**

**Cordova, TN 38016**