



WESLEY HOUSING CORPORATION OF MEMPHIS, INC.



Job title: Service Coordinator with Geriatric Care Manager Duties

Location: Shelby County

Essential Duties and Responsibilities:

Work collaboratively with other service coordinators to create and maintain an interdisciplinary team to develop training and procedures within area of responsibility. Work with community team members and executive leadership to build a safe, decent and sanitary home for residents and clients. Areas of responsibility include but are not limited to healthcare, mental health, and social work.

Work collaboratively to cultivate strong relationships with service providers in accordance with the most current published policies and procedures. Using available resources and providers, develop a course of action to satisfy resident and client needs. In areas where needed services are not available, use ingenuity and imaginative solutions, and work with local agencies, civic groups and churches to develop needed services.

Establish and coordinate educational, informative, and stimulating programs for the residents and clients in accordance with published policies. In cases where programs are not available, work with local agencies, civic groups and churches to develop specific programs.

Encourage resident and client involvement in service design and action. Educate residents and clients in service capabilities, application procedures, client's rights, etc. Collaborate with the residents and clients to develop individually tailored case plans for services and periodically reexamine the resident's and client's situation and needs. Evaluate service provider performance to ensure resident and client needs are met and provider is fulfilling contractual requirements.

Advocate on behalf of the resident and client in all situations. Report lease violations in accordance with HUD regulations and published policies and procedures.

Maintain a clear and constant commitment to the ministry as it relates to published policy. To assist and promote its Social Practice as set forth in communicated values.

Provide problem solving and crisis intervention through individual counseling, home visits, family contact, group meetings, assessments and referrals. Provide training at a minimum of those subjects delineated in current policies and procedures. Document all resident and client casework, resident and client education classes, and program activities, using forms and software established by policy.

Ensure computerized record keeping by developing confidential individual resident and client profiles and specific reports on service provision and utilization as required in compliance with the program. Complete and submit to the Manager all required reports by the set deadline as established by the federal, state and local compliance officials. Collaborate with the community manager for exchanges in information beneficial to case management for the resident and client without divulging confidential information.

Provide orientation programs for new residents and clients; i.e., introducing them to their responsibilities, to available program services, and the service coordinator's role. Assist with move-in process as appropriate.

Must complete sufficient hours of continuing education to meet initial and annual program requirements for coordinators in senior housing as well as requirements for licensure in accordance with company policy and state and federal law.

Other duties as assigned by supervisor.

Education and/or Work Experience Requirements:

- **LPN or RN required for this position.**
- Bachelor's Degree or higher in a human services field. Certifications or licensing in healthcare, social work, or mental health preferred
- Excellent verbal and written communication skills, Customer Service skills, including ability to effectively communicate both internally and externally of the organization. Communication skills should include electronic, written and face to face abilities.
- Ability to operate under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary leadership.
- Exhibit a positive example to all employees.
- Exhibit proficiency in computer systems including Microsoft Office products, HUD online systems, and industry specific software.

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 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.

Full-time, 40 hours per week. Full-time employees are offered a wide range of benefits including PTO, paid holiday, 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 resume, and salary requirements to: human_resources@wesleyhousing.com
Or via fax: 901.380.4910**