



Service Coordinator

POSITION DESCRIPTION
08/12/2025

POSITION TITLE: Service Coordinator

REPORTS TO: President, Barton Communities

QUALIFICATIONS:

- Baccalaureate Degree with a concentration in Social Work, Gerontology, Psychology, Counseling or Public Health required.
- LSW required.
- Demonstrated working knowledge of community services in the region with particular knowledge of the resources available to provide for the needs of frail and 'at risk' elderly.
- Proven experience in service management, including organizing, problem-solving, and advocating.
- Trained in the aging process, elder services, disability services, drug and alcohol abuse and mental health issues.
- Aware of eligibility for and procedures of federal and state supportive service programs.
- Aware of legal liability issues relating to providing service coordination.
- Good interpersonal skills, communications, writing and word processing skills, problem solving and organizational skills in addition to strong advocacy capabilities; and
- Possess the appropriate professional license where applicable,
- Comprehension and ability to communicate in Russian or Ukrainian is a plus.

POSITION SUMMARY:

This position will be serving Shevchenko Manor in Parma, Ohio working with 62 units total. The Service Coordinator will have a set schedule, allowing for planned meetings and appointments. The Service Coordinator will assume responsibility for service management function within the building. This function includes development of relationships with service providers and agencies for resident referrals and educational opportunities. This position will educate residents on available services and monitor provisions of services. Works with the Property Manager as part of the management team.



PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS:

General office environment with typical office equipment. Occasional trips to local service agencies and meetings. Visits to residents' suites. There is a high level of fast-paced activity involved in working on several projects simultaneously.

PRINCIPAL DUTIES OF THE SERVICE COORDINATOR:

1. SERVICE MANAGEMENT FUNCTION

- a. Monitor the delivery of services to residents to ensure they are appropriate, timely and satisfactory
- b. Perform service management function for all residents needing assistance.
- c. Provide limited case management (i.e., evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community.
- d. Report all suspected abuse situations to the appropriate agency.
- e. Advocate and negotiate on behalf of residents for adequate, timely and cost-effective provisions of services.
- f. Meet with service providers as needed and appropriate.
- g. Assemble a directory of community services and make it available to residents, families and management.
- h. Contact hospital discharge planners to ensure residents receive appropriate services and may attend discharge-planning sessions when appropriate.
- i. Assist resident/family when a higher level of care may be necessary.
- j. Assist and advise residents and families of the services that may be necessary to maintain a self-reliant lifestyle.
- k. Assist residents in building informal support networks among themselves and with family members.
- l. Act as liaison between community agencies, service providers and residents.
- m. Encourage residents to be proactive in meeting their social, psychological, and physical needs.
- n. Facilitate meeting of needs, when necessary, but avoid the creation of unhealthy dependence.
- o. May assist residents in understanding lease and tenancy obligations.
- p. Use the least drastic intervention necessary to alleviate a problem situation.

2. EDUCATE RESIDENTS ON AVAILABLE SERVICES

- a. Educate residents on service availability, application procedures, resident rights, etc., both individually and as a group.
- b. Educate residents, families, and staff on available community resources.
- c. Promote wellness activities for all residents. May need to respond to emergencies promptly and take appropriate action.



3. ADMINISTRATIVE

- a. Document contacts with residents, providers, and families.
- b. Maintain individual files on residents which will contain at least the following: intake information, service termination information, quarterly review and follow-up, human or civil rights abuse, resident/family meeting notes.
- c. Resident files to be kept in a secure area to ensure confidentiality.
- d. Maintain records in AASC database for all residents
- e. Complete reports with copies given to the Property Manager, Quality Assurance Administrator (Benjamin Rose Institute) and HUD in an accurate and timely manner or according to government regulations.
- f. Pursue avenues for additional services through local, state, and federal sources; and

4. WORK WITH PROPERTY MANAGER AS PART OF THE MANAGEMENT TEAM

- a. Work as a team member with the Property Manager in serving the residents. Follow up on resident situations the Property Manager believes may need supportive services.
- b. Assist management in identifying residents who need assistance.

5. OTHER

- a. Other duties as may be assigned from time to time by the President.
- b. Attend workshops and seminars on service coordination, housing, aging and computers to keep skills current.
- c. Demonstrate a caring attitude toward residents. Interaction with residents and staff should be courteous, objective, progressive and professional.