

Service Coordinator

POSITION DESCRIPTION

September 2026

POSITION TITLE

Service Coordinator

REPORTS TO

CEO Non-Profit Entities, 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 resources available to meet the needs of frail and at-risk older adults.
- Proven experience in service management, including organizing, problem-solving, and advocacy.
- Training in the aging process, elder services, disability services, drug and alcohol abuse, and mental health issues.
- Knowledge of eligibility requirements and procedures for federal and state supportive service programs.
- Knowledge of legal liability issues related to service coordination.
- Strong interpersonal, communication, writing, word-processing, problem-solving, organizational, and advocacy skills.
- Appropriate professional license where applicable.

Position Summary

This position serves residents within one of the three buildings on the Westerly Apartments Campus. The assigned building includes 122 apartment homes, while the full campus consists of 454 units across three residential buildings. Working as part of a collaborative resident services team, the Service Coordinator supports older adults in maintaining independence, enhancing quality of life, and accessing resources that promote health, wellness, and housing stability.

The Service Coordinator maintains a consistent schedule that accommodates resident appointments, planned meetings, and proactive outreach. This position is responsible for coordinating supportive services within the assigned building, including identifying resident needs, facilitating referrals, and strengthening partnerships with community agencies and service providers. The Service Coordinator educates residents about available programs and resources, promotes participation in wellness and educational opportunities, monitors the effectiveness of services provided, and advocates for resident needs. In partnership with the Property Manager and the broader management team, the Service Coordinator helps foster a supportive, inclusive, and resident-centered living environment.

Physical Demands and Environmental Conditions

General office environment with typical office equipment. Occasional trips to local service agencies and meetings, as well as visits to residents' suites. The position involves a high level of fast-paced activity and work on several projects simultaneously.

Principal Duties of the Service Coordinator

1. Service Management Function

- a. Monitor the delivery of services to residents to ensure services are appropriate, timely, and satisfactory.
- b. Perform the service management function for all residents who need assistance.
- c. Provide limited case management, including evaluation of social, psychological, and physical needs and development of a service plan, 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 provision 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 help ensure residents receive appropriate services and attend discharge-planning sessions when appropriate.
- i. Assist residents and families when a higher level of care may be necessary.
- j. Assist and advise residents and families regarding 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 among community agencies, service providers, and residents.
- m. Encourage residents to be proactive in meeting their social, psychological, and physical needs.
- n. Facilitate meeting residents' needs when necessary while avoiding 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

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

3. Administrative

- Document contacts with residents, providers, and families.
- Maintain individual resident files containing, at minimum, intake information, service termination information, quarterly reviews and follow-up, human or civil rights abuse information, and resident/family meeting notes.
- Keep resident files in a secure area to ensure confidentiality.
- Maintain records in the AASC database for all residents.
- Complete reports accurately and on time, or as required by government regulations, and provide copies to the Property Manager, Quality Assurance Administrator (Benjamin Rose Institute), and HUD.
- Pursue options for additional services through local, state, and federal sources.

4. Work with the Property Manager as Part of the Management Team

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

5. Other

- Perform other duties as assigned from time to time by the CEO, Non-Profit Entities
- Attend workshops and seminars on service coordination, housing, aging, and computers to keep skills current.
- Demonstrate a caring attitude toward residents. Interactions with residents and staff should be courteous, objective, progressive, and professional.