

**Red Wing Housing & Redevelopment Authority  
Professional Employment – Position Description**

Title: **Social Services  
Coordinator** Date: **December, 2017**

Dept: **HRA** Reports to: **Executive Director**  
**Salary** **Min:** **Mid:** **High:**  
 See Vacancy Announcement

**PURPOSE:** The Social Service Coordinator, under the supervision of the Executive Director, serves as liaison between Jordan Tower residents, staff, family and the community. This individual serves as an advocate who assists residents and their families to resolve any social, adjustment, or emotional problems and provide assistance in meeting terms of tenancy.

**DUTIES, RESPONSIBILITIES, ESSENTIAL FUNCTIONS:**

<b>Category/ Function</b>	<b>Duties &amp; Responsibilities</b>
Social Services	<ul style="list-style-type: none"> <li>• Evaluate and monitor resident’s health, psychological and social needs and provide case management as necessary.</li> <li>• Create/Maintain a directory of service providers for use by residents, family and staff. Provide referral to supportive services needed to live independently</li> <li>• Assist residents in obtaining public/private services</li> <li>• Provide advocacy for residents</li> <li>• Assist residents in fundraising activities and in creating/sustaining volunteer programs</li> <li>• Coordinate Annual Open House, Family Meetings, I’m OK Program and monthly newsletter</li> <li>• Work and consult with tenant organizations, SEMCAC Site Council and service providers where appropriate</li> <li>• Provide report to the Board as requested</li> <li>• Conflict Resolution</li> </ul>
Tenant & Family Support	<ul style="list-style-type: none"> <li>• Evaluate and monitor resident’s health, psychological and social needs and provide case management as necessary.</li> <li>• Create/Maintain a directory of service providers for use by residents, family and staff. Provide referral to supportive services needed to live independently</li> <li>• Assist residents in obtaining public/private services. Monitor Independent Living Services Program</li> <li>• Provide advocacy for residents</li> <li>• Welcome new tenants and review policies and procedures</li> <li>• Serve as an advisor to the Jordan Towers Resident Council and assist them in fundraising activities and provide technical support for their activities</li> <li>• Assist tenants with conflict resolution</li> <li>• I’m OK program</li> <li>• Assist with development of policies and procedures for Jordan Towers</li> <li>• Plan and implement 6 tenant meetings a year</li> </ul>

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	<ul style="list-style-type: none"> <li>• Monitor and document length of absences of Jordan Towers tenants and make necessary notifications</li> <li>• Assist tenants with questions related to Medicare, insurance, taxes, phone services, cable etc.</li> <li>• Administer Senior Helping Senior support program in conjunction with RWAS</li> </ul>
Crisis Management	<ul style="list-style-type: none"> <li>• Death of tenant or spouse</li> <li>• Tenant illness or transfer to hospital or nursing home</li> <li>• Mental health issues including Alzheimer's, dementia, depression, chemical dependency etc.</li> <li>• Emergency alarms response (medical &amp; fire) – assist as needed, call family</li> <li>• Counsel and support tenant and or family until formal consult can be</li> </ul>
Public Relations	<ul style="list-style-type: none"> <li>• Member of various boards relating to the position</li> <li>• Speak to civic organizations about Jordan Towers</li> <li>• Keep contracts current with Independent Living Services Providers</li> <li>• HRA Open House</li> <li>• Family Meetings</li> <li>• Assist with grant writing and reports</li> <li>• Conduct tours of Jordan Towers</li> <li>• Conduct floor meetings 2 to 4 times a year, as needed</li> <li>• Assist with National Night Out Celebration</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Monthly Tower Talk</li> <li>• Quarterly or as needed family newsletter</li> <li>• Communicate and document tenant issues to the appropriate HRA staff members</li> <li>• New releases to the newspaper about Towers activities</li> <li>• Communicate with other social service agencies, health agencies and RW Senior Center as needed to coordinate services for tenants</li> <li>• Serve as a liaison between HRA staff and tenants so that issues are resolved to the benefit of all</li> <li>• Weekly staff meetings</li> <li>• Monthly board report and attendance at board meeting when needed</li> </ul>
Administrative Support	<ul style="list-style-type: none"> <li>• Develop and maintain mailing lists</li> <li>• Developing and delivering informational fliers as needed for Towers activities</li> <li>• Tenant files</li> <li>• Sales of bus tickets, stamps, laundry cards and collection of funds for tenant activities.</li> <li>• Plan, purchase and serve meals at tenant meetings</li> <li>• Deliver food donations to the Food Shelf</li> <li>• Assist the Executive Director with the administration of the Senior Dining Services contract.</li> <li>• Assist Resident Council with agenda/minutes</li> <li>• Assist Resident Council with grant applications that benefit the</li> </ul>

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	residents. <ul style="list-style-type: none"><li>• Maintain Budget/billing tenant and family support</li></ul>
General	<ul style="list-style-type: none"><li>• Effectively represent the HRA in written and verbal communications with various Federal, State and local agencies</li><li>• Perform other duties as assigned</li></ul>

**QUALIFICATIONS:**

Bachelor Degree with two years of related experience is preferred. Individuals without a degree that have three to five years of experience in social service delivery with seniors and the disabled may be considered for hire.

**KNOWLEDGE, SKILLS, EXPECTATIONS:**

- Training in the aging process, disability services, entitlement programs, mental health and alcohol and drug abuse issues preferred
- Computer skills a must
- Must pass criminal background check
- Knowledge of aging process and the needs of the senior population
- Ability to communicate and work effectively with seniors and senior providers

**SUPERVISORY RESPONSIBILITIES:**

Is responsible for the co-supervision of a contract fee position known as the Community Service Technician (CST), including the administration of the Minnesota Housing grant that funds the position. The CST provides social service duties including an emphasis on assisting residents Serious and Persistent Mental Health issues.

**SCHEDULE FOR EVALUATION:**

My signature below indicates that I have reviewed this job description, have received a copy of it, and have had an opportunity to prepare an addendum.

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

Position description will be reviewed annually as part of annual performance review and goal evaluation.