**Supportive Housing Service Coordinator**

**ROCHESTER, NY**

**Description**

**Episcopal SeniorLife Communities Mission:**

We provide high quality services from skilled nursing and restorative care to housing, assisted living and community-based wellness programs. We are committed to meeting each individual’s needs, in a culturally competent manner, supporting family and loved ones through transitions, and fulfilling our pledge…

**Supportive Housing Service Coordinator - Full Time Days**

**Pay Range: $22.00 - $23.00 / hourly** **(Pay information will vary depending upon relevant experience for the position.)**

**Life. Inspired Every Day.**

The Service Coordinator is responsible for working cooperatively with older adults and their supports to identify goals and locate the specific support services that enhance their well-being and maintain ESSHI funded housing in our Supportive Housing Program. ESSHI known as the Empire State Supportive Housing Initiative is a grant funded housing program that provides housing to 55 + adults who are homeless or at risk of being homeless with active Medicaid who can benefit from service coordination services. The Service Coordinator functions as a core member of a collaborative care team that involves health and wellness coordinators, community specialists, natural supports, mental health care providers and other community support providers. The Service Coordinator is further responsible for assuring that there is adequate coordination, appropriate communication, and maximum cooperation between all sources of support and services for the individual.

**ESSENTIAL JOB FUNCTIONS:**

* Support and closely coordinate all care needs with the Participant, his/her natural support, other community providers and any medical professionals as needed.
* Complete Health and Wellness Assessment and care plans at time of move in and every 6 months.
* Use Health and Wellness Assessments and care plans to help Participants reach desired goals.
* Participate in food delivery and distribution to residents.
* Facilitate support groups
* Participate in team meetings to ensure communication with the team on a bi-weekly basis.
* Participate and possibly facilitate required and requested meetings between Participant, natural supports, service providers, and any other designated individual.
* Document all encounters with the program Participants, participant providers, other agencies, and supports.
* Ensure each Participant has the tools and support needed to maintain housing in the community.
* Facilitate referrals for indicated services (e.g., social services such as housing assistance, vocational rehabilitation, substance abuse treatment, day program, medical doctors).
* Complete all required documentation pertaining to any service the individual is enrolled in and be able to meet all required timelines and timeframes in accordance with the program regulations.
* Assist Participants in attending programs using both verbal encouragement and providing in-person support during programs, as needed.
* Inform residents of local resources including the ESLC Neighborhood Program. Then support Participants and Neighborhood Program Participants in the program.
* Cross training and cross coverage for Medicaid Waiver Service Coordination Programs (Traumatic Brain Injury and Nursing Home Transition Diversion) as needed.
* Attend weekly, monthly, and quarterly meetings.
* Ensure Participants always maintain active Medicaid and assist with benefit management for any other benefits the person has.

Requirements

**QUALIFICATIONS:**

* A Bachelor’s degree in Social Work or related field preferred. Associate degree with 2 years of experience working with homeless individuals who have co-occurring mental health, substance abuse, and physical health problems will qualify.
* Valid New York State Driver's License required.
* Reliable transportation
* Flexible, yet organized, with the ability to exercise independent, sound judgment.
* Must be knowledgeable about all community resources’, Medicaid Services, and available non-Medicaid services.
* Demonstrated ability to collaborate effectively in a team setting.
* Ability to maintain effective and professional relationships with participants and other members of the care team.
* Strong communication skills.
* Ability to effectively engage participants in a person-centered relationship.
* Ability to meet with participants in their apartments and common areas of the building.
* Working knowledge of differential diagnosis of common mental health and/or substance use disorders, when appropriate.
* Computer skills required including but not limited to the ability to work within a Windows OS, and the ability to create, save, open, close, and forward electronic documents and emails.
* Ability to organize your day and work independently as well as be flexible and work in a team environment.

**PHYSICAL REQUIREMENTS:**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Performing duties of this job requires walking, using the stairs or elevator, and standing for extended periods of time. Must be able to occasionally lift loads of 30 pounds without assistance and the ability to sit, talk, and hear is required. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and the ability to adjust focus.

**Service Coordinator Waiver Programs**

**Corning, NY**

Description

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**Pay range:  $22 - $22.50 / hourly** **(Pay information will vary depending upon relevant experience for the position).**

Full-Time - 30 hours/week

Service Coordinator is responsible for working cooperatively with individuals and their families to identify goals and locate the specific support services that enhance their well-being. The Service Coordinator functions as a core member of a collaborative care team that involves the patient’s health care providers, insurance providers, natural supports, mental health care providers and other community support providers. The Service Coordinator is further responsible for assuring that there is adequate coordination, appropriate communication, and maximum cooperation between all sources of support and services for the individual.

**ESSENTIAL JOB FUNCTIONS**

* Support and closely coordinate all care needs with the participant, his/her natural support, other waiver service providers and any medical professionals as needed.
* Facilitate team meetings to ensure communication with the team at least every 6 months.
* Facilitate any and all required and requested meetings between participant, natural supports, service providers, and any other designated individual.
* Document in-person and telephone encounters in the case note and complete all follow up activities. This includes encounters with the participant, waiver providers or other supports.
* Ensure each participant maintains the level of care necessary to be eligible for the waiver (UAS minimum score of 5).
* Facilitate referrals for indicated services (e.g., social services such as housing assistance, vocational rehabilitation, substance abuse treatment, day program, medical doctors).
* Complete any all required documentation pertaining to any service the individual is enrolled in and be able to meet all required timelines and timeframes in accordance with the program regulations.
* Ensure participants maintain active Medicaid at all times and assist with benefit management for any other benefits the person has.

Requirements

**Minimum Qualifications:**

* Bachelor’s degree in a Health and Human Service field required.
* If coming with a Bachelor’s degree: Three (3) years’ experience providing Care Management for individuals with disabilities, mental illness and/or seniors and knowledge about community resources. If coming with a Master’s degree: a minimum, one (1) year of experience providing Care Management and information, linkages and referrals regarding community-based services for individuals with disabilities and/or seniors.
* Experience working with patients who have co-occurring mental health, substance abuse, and physical health problems.
* Experience with community based and other social support services as well as healthcare services that respond to the individual’s needs and preferences and contribute to achieving the individual’s goals.
* Valid New York State Driver's License required.
* Flexible, yet organized, with the ability to exercise independent, sound judgment.
* Must be knowledgeable about all community resources’, Medicaid Services, and available non-Medicaid services.
* Demonstrated ability to collaborate effectively in a team setting.
* Ability to maintain effective and professional relationships with patient and other members of the care team.
* Strong communication skills.
* Ability to effectively engage patients in a therapeutic relationship, when appropriate.
* Ability to work with patients by telephone or in person.
* Working knowledge of differential diagnosis of common mental health and/or substance use disorders, when appropriate.
* Be able to assess patient’s ability to remain in home with or without assistance and determine what level of assistance is needed to remain living in the community
* Computer skills required including but not limited to the ability to work within a Windows OS, and the ability to create, save, open, close and forward electronic documents and emails.

**PHYSICAL REQUIREMENTS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Performing duties of this job requires occasional walking and standing in and around the reception area, and lobby. Must be able to occasionally lift loads of 30 pounds without assistance and the ability to sit, talk, and hear is required. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, and the ability to adjust focus.

**WORKING CONDITIONS:**The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of essential job duties are performed indoors, in a normal office environment. Being located at the main entrance of the building may expose the employee to drafts and temperature fluctuations.

**SUPERVISORY RELATIONSHIP:** The work is performed within established guidelines, and requires periodic supervision. The employee exercises some initiative and independent judgment to effectively perform the essential job duties of this position.

RESPONSIBILITY FOR OTHERS: The employee has no direct responsibility for others. Will be required to assist in training all new relief and per diem receptionists.

**SAFETY RESPONSIBILITIES**: Shall be fully acquainted with all safety policies and procedures of ESLC. Takes an active role in all fire drills during the shift and/or emergencies for internal and external disasters as monitored by supervisor and incident manager. **Comply with facility in-service requirements.**

Maintain confidentiality of all information related to the organization, residents, participants, family and staff, that may be encountered, either formally or informally, during the normal course of business. This includes medical and treatment records, financial and human resources information.

**DISCLAIMER**: The duties listed above are intended only as illustrations of the various types of work that may be performed and is not an inclusive summary of job duties and responsibilities. The omission of specific statements of duties or responsibilities does not exclude them from the position. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the Company as the needs of the Company and requirements of the job change.