



Position Title: Resident Service Coordinator

Department: Resident Services Department

Reports to: Resident Services Director

Community: The Residences at Benning Metro 4501 Blaine Street NE Washington, DC 20019

Job Summary:

The Resident Service Coordinator will report to and be under the supervision of the Resident Services Director and will provide referrals for social services as may be needed by the residents of the community. The Resident Service Coordinator will assist in ensuring that the community complies with all social service standards as set forth under the DC EPD waiver program.

Duties and Responsibilities:

- Assist residents in identifying and securing appropriate services and assistance from supports to supplemental services funded by the state and federal government.
- Initiate and implement the individual service plan of residents and coordinate appropriate services.
- Monitor the needs of individual residents and their service plans in compliance with EPD FC guidelines in order to assure the maximum benefit to the resident and the cost-effectiveness of the service plan.
- Participate in regular team meetings to share information about client status and to facilitate proper delivery of services to the resident.
- Maintain and track resident status as it pertains to Medicaid, EPD Waiver and OSSP. Communicate upcoming expiration dates with Business Office Manager (or designated Billing representative) including but not limited to Department of Aging representatives or Social Workers.
- Maintain and track documentation to keep resident services valid including but not limited Social Security Award letters, proof of identification and insurance, Social Workers and Case Managers assigned to each resident.

- Facilitate the transportation services of resident's clinical appointments, referrals and other service needs.
- Act as a liaison between residents, their families and the management and staff of the community.
- Maintain timely telephone contact with the community at large and in particular with health and social related agencies and institutions. Keep a record of all documentation in file and any software programs outlined by The Residences at Kenilworth Park.
- Complete all documentation as may be required by the accrediting body, EPD program and any other regulatory agencies for current and potential residents.
- Identify problems and concerns of residents and to provide feasible and appropriate recommendations to address such concerns.
- Maintain knowledge of all programs and regulations which affect admissions and discharge procedures.
- Interview and initiate prospective residents and their families to obtain social histories as well as potential eligibility indicated.
- Refer residents and/or their families to appropriate social service agencies when The Residences at Kenilworth Park does not or cannot provide services to meet the needs of the resident. Communicate same to EPD Case Manager.
- Coordinate discharge planning, development and implementation of social care plans and resident assessments.
- Arrange alternate placements for residents who must leave the assisted living setting with the EPD Case Manager as needed.
- Provide assistance to the Admissions team in supporting the community education and public relations efforts of the community.
- Assist any or all of the departments of the community in the development and maintenance of appropriate social policies and procedures.
- Maintain the confidentiality of all resident information.
- Accept other duties and special projects as may be assigned.

Minimum Qualifications:

- A LSW, LICSW, LPN, RN or degree in social work or related field from an accredited college, and a minimum of two years' experience in working with elders may be considered in lieu of an advanced degree.
- Previous experience working with elders in a community setting.
- Resident Service Coordinator must have strong clinical skills and demonstrate an ability to provide a safe and quality environment as well as a capacity for furnishing emotional and psychological support for the residents.
- Must demonstrate an ability to express ideas clearly and concisely both in verbal and written form.

- Must be able to demonstrate an ability to establish and maintain harmonious working relationships with residents, staff and community agencies and groups.
- Must possess and demonstrate an ability to work independently and to solve problems creatively.
- Maintain a current working knowledge of all regulations pertaining to the residents in the EPD Waiver Program and provide timely completion, updating and maintenance of a comprehensive case record for each resident.
- Submit to and pass a Criminal Background check for unlicensed employees.
- Provide a Health Statement from a licensed healthcare provider confirming that the employee is free from communicable disease including TB in compliance with state regulation at hire and annually thereafter.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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