

North Shore Elder Services

Job Title: Supportive Living Coordinator	Department: Client Services	Revision Date: 7/11/16
Category: Non-exempt		
NSES employees who are non-exempt are paid in accordance with the Fair Labor Standards Act: They are paid at least the minimum wage and overtime pay (time and a half) for hours worked in excess of forty (40) per week.		

Position Overview

The Supportive Living Coordinator has case management responsibilities for both NSES Home Care clients and other residents of the Supportive Living site. Areas of responsibility include assessment and service planning for Home Care clients as well as other residents who wish to participate in the program; coordination and oversight of the 24-hour services, meal program and social activities; outreach to residents; and participation in program development and quality improvement activities.

Organizational Relationships

- Reports to the Client Services Supervisor
- Coordinates services with NSES Dietitian
- Collaborates with Housing Authority management staff
- Collaborates with Council on Aging Program staff

Essential Job Functions

- Case management for Home Care clients based on EOEA Regulations and NSES standards
- Outreach and education for all residents about the Supportive Living Program
- Case management activities for all residents as needed, including assessment, service planning, referral and service coordination with other involved agencies
- Scheduling of the Supportive Living aides
- Coordination and oversight of the Meal Program(s), in conjunction with the NSES Community Dietitian
- Coordination and planning of social activities and presentations, in conjunction with existing resident groups and the local Council on Aging
- Collaboration with the on-site Wellness Clinic nurse and Podiatrist to identify residents in need of additional services, medical care, etc.
- Participates in monthly meetings of the NSES Housing Coordinators Team
- Attends staff meetings and in-service training
- Completes all paperwork as required by EOEA
- Completes statistics and reports as required by the Supportive Living Program
- Participates in vendor and collaborative agency meetings for program development

Requirements

- Bachelor's Degree in Social Work, Gerontology, or a related field
- A minimum of two years' experience in case management required

Other Skills/Abilities

- Knowledge of NSES programs and community resources
- Experience in housing preferred
- Bi-lingual in Spanish, preferred
- Working knowledge of Microsoft Word and Outlook; proficiency with Internet Explorer or other internet browsing applications.
- Ability to work collaboratively as part of an inter-agency team
- Ability to work independently with limited oversight
- Creativity in service planning, advocating and problem-solving

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.