

## **LifeWorks Community Services Job Description**

Job Title : Resident Service Coordinator  
Department: Residential  
Reports to: SCL Program Leader  
FLSA Status : Non-Exempt  
Approved Date: June 8, 2021

**Summary:** Assists the SCL Program Leader in coordination of services for the residents of the Wahkonsa Manor apartment complex under the Supported Community Living program. Representative Payee services for individual receiving services from LifeWorks.

**Duties and Responsibilities:** include the following. Other duties may be assigned.

### **Service Delivery**

- Identifies needs of individuals that are currently not being met and links with appropriate community services.
- Ability to implement affirmative fair housing requirements and be non - discriminatory.
- Ability to implement government rules and regulations.
- Communicate with residents and evaluate needs for service resources.
- Ability to work scheduled work hours, attend meetings at various locations including evening, weekends, and overnight hours.
- Guides consumer, families and referral sources through the intake process.
- Assesses individual's skills and needs using personal observation and evaluate needs for service resources.
- Participates in Quality Assurance.
- Determine eligibility for public services and make resource allocation decisions.
- Link residents to supportive services.
- Plan, coordinate, and implement programs and functions and coordinate local, county, state, and federal services with residents in need of those services.
- Conduct regularly scheduled fire drills, apartment inspections, and resident education for safety in the event of fire, emergency ore natural disaster.

### **Financial**

- Oversees personal finances of consumers when LifeWorks serves as payee.
- Obtains appropriate documentation to ensure payment from various funding sources.
- Maintains documentation of consumers finances per state guidelines and agency expectations.

**Supervisory Responsibilities:** This position does not have supervisory responsibilities.

**Competency:** To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets

clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual must complete child abuse, dependent adult abuse and criminal background screenings prior to employment.

Education and/or Experience: Four year college or university program certificate; or two to four years related experience and/or training; or equivalent combination of education and experience.

**Continuing Education Requirements:** Within three months of hire the following trainings need to be completed: Identification and reporting of child and dependent adult abuse. Ongoing training required per LifeWorks' continuing education plan.

**Language Skills:** Ability to read, analyze, and interpret professional journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management and public groups.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra. Ability to manage bank accounts and monitor program budgets.

**Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and apply program regulations and standards.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Internet software and Word Processing software.

**Certificates, Licenses, Registrations:** Current driver license, CPR and First Aid certifications, Medication Manager or Medication Aide certificates. Must be insurable on LifeWorks automobile insurance policy.

**Physical Demands:** 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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

**Work Environment:** 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 noise level in the work environment is usually moderate.