

## EMPLOYMENT OPPORTUNITY

### **Resident Services Coordinator (Mount Vernon Manor)**

The Resident Services Coordinator (RSC) provides on-site case management services to residents at Mount Vernon Manor I and II, which provide housing for the elderly or persons with disabilities. The RSC will address social and health needs of residents and connect them to appropriate services. This will be a full time position at 37.5 hours per week.

#### **JOB DUTIES and RESPONSIBILITIES INCLUDE:**

1. Match resident needs to volunteer programs for services.
2. Develop introductory programs and monitor assimilation of new residents into housing.
3. Maintain resource and contact files for available services; refer residents, family members, caregivers and housing staff to services meeting special needs:
  - Senior Information and Assistance;
  - Senior nutrition services;
  - Specialized transportation;
  - Department of Social and Health Services programs (DSHS);
  - Personal care;
  - Volunteer Chore services;
  - Home health services;
  - Adult Day Care;
  - Legal services;
  - Respite care;
  - Mental health outreach services;
  - Substance abuse and treatment services;
  - Senior Center;
  - Other recreation programs.
4. Provide outreach services and monitor for crisis intervention, disputes, mental health issues, isolation or vulnerable clients.
5. Meet regularly with property management staff for coordination of services.
6. Coordinate a variety of educational programs for residents and staff.
7. Compile and submit timely reports to HUD and Skagit Council Housing.
8. Review and analyze programs for effectiveness and quality improvements.
9. Participate in agency meetings and trainings, as required.
10. Other related duties as assigned by management.

#### **QUALIFICATIONS INCLUDE:**

##### **Education & Experience**

- Associate Degree required; Bachelor Degree preferred, in Human Services or related field.
- Two-years of experience in comprehensive case management preferred.
- Experience working in a home environment setting preferred.
- Or a combination of education/experience meeting required job qualifications.

**License(s) & Certification(s)**

- Must have valid driver license and auto liability insurance, if personal vehicle is used for work-related travel.
- First Aid/CPR Certified (within 6 months of hire).
- Blood borne Pathogens Training (within 6 months of hire).

**Skills and Abilities**

- Spanish/English bilingual strongly desired.
- Strong customer service skills and service attitude.
- Excellent organization and follow through.
- Good knowledge of local resources desirable.
- Ability to maintain confidentiality.
- Ability to set boundaries, resolve conflict and de-escalate issues.
- Ability to work in a home environment with minimal supervision and limited on-site personnel.
- Proficient in Microsoft Office Suite applications, including Excel, Word, PowerPoint, Publisher and Outlook; EmpowOR and HMIS databases.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

**WORKING CONDITIONS / PHYSICAL REQUIREMENTS:** Work is generally performed in an office environment, but at times may be performed in a home environment. May be exposed to situational, environmental, or health hazards, when working in a home environment. Extended sitting may be required. Sufficient mobility required for use of standard office equipment. Hearing and communication ability must be sufficient to perform essential job functions. Travel within and outside Agency's service area may be required for community outreach, meetings, training and other job-related activities.

**COMPENSATION AND BENEFITS:**

Starting wage between \$22.68 - \$25.05 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan (3% Employer Match)
- Employee Assistance Program
- Voluntary supplemental Cafeteria 125 Plan
- Paid Sick and Vacation Leave
- 12 Paid Holidays per year
- Health club discounts

*(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)*

**TO APPLY:**

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

- (1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at [www.communityactionskagit.org](http://www.communityactionskagit.org)

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.

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