



## California Human Development Job Description

**EMPLOYEE NAME:**

**JOB TITLE:** Enhanced Service Coordinator  
**DEPARTMENT/DIVISION:** Affordable Housing  
**REPORTS TO:** Division Director, Community Services  
**FLSA STATUS:** Non-Exempt, Hourly  
**LOCATION:** Parkway Plaza, Fairfield  
**REVISED DATE:** 12/04/2024

**Summary Description:** The Enhanced Service Coordinator is responsible for improving the quality of life for residents in HUD-assisted Senior housing by increasing access to services and facilitating participation in programs that enhance physical, social, and mental well-being. This role involves conducting needs assessments, coordinating service delivery, monitoring service receipt, and building partnerships with community service providers.

**DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Division Director, Community Services, the Enhanced Service Coordinator:

- Develops strategies, creates new services, provides ongoing outreach, implements supportive service programming and builds partnerships to link residents with services in collaboration with senior residents, management and local community service providers.
- Delivers and engages partners to deliver educational, health and wellness, and other programming to senior residents.
- Calendars and brings services to Parkway Plaza in the form of presentations, events, and workshops.
- Creates newsletter for tenants, conducts door-to-door, phone, email outreach and other marketing strategies to distribute, encourage, and motivate tenants' participation in events and to identify tenants' needs through regular check-ins and calendared forums.
- Gains understanding of the current resident services and resident demographics to innovatively come up with solutions and outside-of-the-box ideas to meet residents' needs.
- Delivers high quality results for residents through program management, creativity, and resource research.
- Takes initiative to make improvements where possible, seeking out Division Director opinion and approval before making decisions that will impact residents, colleagues, and programming.
- Proactively provide resources to residents and address issues that have the potential to become behavioral problems.
- Acts as a liaison to local human service providers as a representative on various task forces and community groups.
- Implements and maintains case management system including monitoring and measuring the performance of providers and the outcomes of services, demographics and keeps

documentation of services provided to the residents with the use of computers to develop and maintain the records and reports for compliance, audits and reporting to required funding sources, agencies and management.

- Maintains all necessary information regarding services to residents including tenant information confidentially in a secured location only accessible to the service coordinator with limited access for the management unless it relates to abuse to self or others, illegal activity, or potential lease violation.
- Attends all required and assigned trainings and ensures continued education credits required by HUD on an annual basis.
- Attends meetings and on occasion prepares and participates in additional and/or special projects as required.
- Responsible for performing professional level administrative duties involving research, analysis and reporting and identifying grants or funding for new and expanded programs in the development.
- Uses property management software for purchasing, following funding source requirements and corporate financial policies and procedures especially as it pertains to purchasing, travel, credit cards and expenses.
- Informs Division Director of Community Services of activities and incidents in a timely manner.
- Cultivates collaborative relationship with Apartment Manager and other colleagues.
- Resolves conflict in an appropriate manner and deals tactfully with differences of opinions with residents, colleagues, and property team.
- Occasionally provides administrative backup assistance to Apartment Manager when directed.
- Demonstrates work schedule flexibility, working on weekends status when assigned, modifying regular work schedule as necessary.
- Actively participates in the safety program and provides meaningful suggestions for working safely.
- Performs other duties as assigned

### **Supervisory Responsibilities**

None

### **Required Skills and Abilities**

- Ability to work independently and with minimal supervision.
- Ability to utilize judgment to make decisions and take appropriate actions in urgent situations.
- Ability to clearly and accurately communicate with residents, supervisors, colleagues, including the handling of sensitive and confidential information.
- Demonstrate working knowledge of supportive services and other resources for senior citizens and/or non-elderly people with disabilities.
- Ability to travel to various locations
- Demonstrate ability to advocate, organize problem-solve, and provide results for the residents.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Advanced knowledge of Microsoft Office including Excel, Word, PowerPoint, Publisher and Outlook.
- Intermediate to advanced knowledge of Canva, Adobe PDF to create marketing materials.

### **Education and/or Experience**

- Bachelor's degree in social work, psychology, public health, gerontology, or other related fields and;
- Three to five years of experience in the Social Service field or related area or related experience and/or training in resource referrals or eligibility navigation services.
- Equivalent combination of education and experience.
- Experience working with seniors preferred.
- Master's degree in social work, psychology, public health, gerontology, or other related fields, preferred.

### **Certificates, Licenses, Registrations**

- Must be able to travel to meetings, events, and do outreach. If using a personal vehicle, must provide proof of insurance and provide a copy of a valid driver's license to be insurable under the agency's insurance policy.
- First Aid and CPR certified.

### **Physical Requirements**

Regularly: Manual dexterity and repetitive hand movement, sitting, standing for prolonged periods of time; lift up to 20 lbs.

Frequently: Climbing stairs, reaching, twisting, turning, kneeling, bending, squatting, and stooping for prolonged periods of time lift up to 30 lbs.

Occasionally: Walking on uneven ground, Lift up to 40 lbs,

Vision: Close vision (clear vision at 20 inches or less); Distance vision (clear vision at 20 feet or more); Color vision (ability to identify and distinguish colors); Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point); Depth perception (three-dimensional vision, ability to judge distances and spatial relationships); Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus);

### **Work Environment**

Occasionally: Wet or humid conditions (non-weather); Outdoor weather conditions; Extreme cold (non-weather); Extreme heat (non-weather);

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is **at-will**. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_