CITY OF GREENBELT, MD CLASS SPECIFICATION

CLASS TITLE: Youth & Family Service Coordinator

DEPARTMENT: CARES

REPORTS TO: Community Resource Advocate

SALARY GRADE: 10 FLSA STATUS: NE DATE: 11/2022

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

Performs case management and day to day coordination of supportive service activities on behalf of the residents of Green Ridge House and those clients on the wait list with emphasis being placed on those who are frail and at-risk. Work is performed under the moderate supervision of the Community Resource Advocate. Supervision may be exercised over assigned personnel.

ESSENTIAL JOB FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements

listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to

enable an individual with disabilities to perform the essential functions.

Through referrals and personal observation, identifies at-risk and frail residents requiring support services.

Performs case management of individual residents with emphasis on frail and at-risk residents to include: assessing individual needs for service based on Activities of Daily Living, identifying services to be arranged, arranging appropriate services by serving as a liaison between residents and all care givers including service providers, family and volunteer staff, monitoring the quality of services provided, assessing residents' needs on an on-going basis, and following-up on service provision to residents.

Establishes and maintains current files on each resident including their intake interview, documentation of each step in basic case management, services provided, information relating to any reports, alleged or otherwise of human or civil rights abuse, on-going progress notes and follow-up and case resolution.

Maintains case files in secure and locked file cabinets and in appropriate database(s).

Secures a release of confidential information from the resident to the appropriate persons and agencies. Works closely with the community manager to assure that the resident transition smoothly from independent living to a higher level of care (i.e., Assisted Living or Nursing Home).

Provides wellness/preventative medical screening and lectures on a variety of medical and legal issues of importance to residents.

Helps residents build informal support networks with other residents, family and friends.

Submits reports, provides updates and produces a newsletter of all pertinent activities to the appropriate persons and agencies.

Establishes and maintains relationships with local, state and federal agencies and local service providers.

Develops and maintains a current directory of community based providers for use by both community staff and residents.

IMPORTANT JOB FUNCTIONS:

Works with the community manager and staff on any noted lease violations or potential violations.

Manages the Brown Bag Food program.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer General Office Equipment

Baker Tilly's SAFE® System

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited four-year college or university in Social Work, Gerontology, or a related field; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Professional Service Coordinator Certificate Program Preferred

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

HUD regulations and their procedures.

Resident leases and addendums including rules and regulations.

All applicable state, federal and local ordinances, laws, rules and regulations.

Department organization, standard operating guidelines and policies, rules, and regulations.

All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

Determining needs and arranging appropriate services for older adults.

Communicating orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

Ability to perform work assignments reliably, dependably and with minimal supervision and guidance.

Ability to relate well with senior citizens and disabled residents

Ability to establish and maintain effective working relationships with a variety of people.

Ability to interact positively with the public and private sector.

Ability to be tactful, courteous and poised in difficult situations.

Ability to develop and maintain good community relations.

Sensory requirements include standard vision requirements; vocal communication is required for conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels. This is sedentary work requiring the exertion of up to 10 pounds of force sometimes.

Working Conditions:

Work is performed in an office and in the field exposing the employee to various outside atmospheric conditions; to conditions such as fumes, noxious odors, dusts, mists, gases and poor ventilation that affect the respiratory system, eyes or the skin. The employee is occasionally exposed to persons who have contagious diseases/illnesses, volatile situations and imminent danger when performing the essential functions of the job.

NOTE: This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.