

Code: 3078
Health and Welfare Service
Medical and Social Service Group
Human Relations Series

CLASS TITLE: **Resident Services Coordinator I**

CHARACTERISTICS OF THE CLASS: Under supervision, the class makes field visits to senior residential buildings to identify residents who appear to meet established definitions of frailty and assesses and coordinates needed services; and performs related duties as required.

ESSENTIAL DUTIES: Works with senior citizens to establish and maintain linkages to needed supportive service agencies in order to maintain their independent living status; conducts needs assessments and develops and implements client service plans based on results of needs assessments; works with service providers to ensure clients' needs are met; maintains regular contact with clients and service providers to monitor the delivery of services; provides information on Medicare, Medicaid and supportive services to clients; provides general assistance and functions as an advocate on behalf of clients; works with the resident council to develop and implement activities of interest and value to the residents and monitors program participation and effectiveness; meets regularly with the Chicago Housing Authority or private management company to provide information, resolve problems and coordinate services; acts as a liaison with local care providers and hospitals to ensure successful discharge and transition of residents from care facilities to their apartments.

RELATED DUTIES: Works with residents and their families when planning for relocation to a nursing home or other long-term care facilities; provides assistance in the resolution of inter-resident conflicts and resident-family difficulties.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in the Social Sciences supplemented by two years of progressively responsible social service experience, or an equivalent combination of training and experience, provided the minimum degree requirement is met.

Knowledge, Abilities and Skill. Good knowledge of the principles of sociology. Good knowledge of casework methods and practices. Good knowledge of family counseling techniques. Good knowledge of social services resources.

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CLASS TITLE: **Resident Services Coordinator I (cont'd)**

Ability to establish linkages and coordinate services with social

service agencies. Ability to advocate on behalf of seniors to ensure they receive needed residential and social service assistance. Ability to write reports and maintain records of cases handled. Ability to develop programs and activities of interest to the elderly. Ability to drive. Ability to access multi-level facilities.

Skill in conducting social services needs assessments. Skill in working with social service clients. Good oral and written communication skills. Good human relations skills.

Working Conditions. Exposure to inclement weather and extreme temperatures.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 2002
City of Chicago
Department of Personnel
(Minimum Qualifications revised June, 2005)