Resident Services Coordinator

Job Code	FLSA Status
A055	Non Exempt

Job Information

Department	Reports to
Operations	Executive Director

Summary Description

Under the direct supervision of the Executive Director, the Activity Director coordinates, develops, and maintains quality recreational and social programs by involving residents, staff, families, and the local community. Developing, organizing, and coordinating the available community and local community resources to provide the highest quality engagement program. Must be able to follow oral and written instructions and possess excellent communication skills.

Essential Position Functions

- Checks record for any restrictions that may limit participation in an engagement program.
- Develops an individualized activity plan based upon the resident's assessment and preferences.
- Documents the resident's activity participation and attendance via Caremerge.
- Participates as a member of the Marketing Team, including assisting to plan, coordinate, execute, and take down open to the public events within the building or the local area.
- Develops a monthly engagement calendar based on the resident's needs and desires and ensures that it is posted throughout the community to meet state and company standards.
- The calendar is submitted to the Executive Director for approval prior to submitting it to the community marketing folder.
- Coordinates the Communities transportation program including driving the company van, company bus, or company car on organized outings, for physician appointments, and assists residents with entry on and off the company vehicle.
- Recruits, organizes, trains, and supervises volunteers.
- Plans and maintains a monthly budget and inventory list of activity equipment and supplies.
- This activity inventory list is submitted to the Executive Director for review at least annually or upon request of the Executive Director.
- Evaluates the overall effectiveness of the resident's engagement of the Activity program and, as necessary, modifies the program to meet the resident's needs/interests.
- Discusses the engagement program with prospective residents, families, and community groups.

- Attends staff development programs as assigned by the Executive Director.
- Plans and coordinates the community newsletter and submits to the marketing folder after approval by the Executive Director by the monthly assigned due date.
- Coordinates a resident council to ensure resident input into the engagement program.
- Coordinates resident shopping orders for those unable to shop independently.
- Coordinates fundraising activities as approved by the Executive Director.
- Maintain a safe working environment and always adhere to community safety and infection control programs.
- Submits materials to the various assigned social media accounts as defined by the social media policy.
- Possess the ability to lead resident engagement groups effectively.
- Managing the community store and its operations including shopping, stocking and cleaning of the store. .
- Other duties as assigned by the Executive Director.
- Participates in the Manager on duty rotation.

Additional Duties

- Know each resident and their family.
- Engage customers and connect with them in a genuine, compassionate, and memorable way.
- Respond to customers' needs and questions in a friendly, professional manner and with a focus on creating positive, memorable experiences. Addressing family questions and concerns.
- Engage in continuous learning and development opportunities through attendance and participation in in-service, educational seminars, daily stand-up meeting, staff meetings and other learning experiences.
- Comply with all rules and regulations regarding confidentially and privacy of team member and resident information.
- Perform any other duties as assigned or necessary.

Qualifications

- A high school graduate. Must be twenty one years of age or older preferred. Must meet health assessment requirements and be able to perform each of the essential position functions. Prior experience in developing and coordinating activity services for the senior population is preferred. Valid driver's license with driving record in good standing per insurance vendor to drive the company Activity van.

Skills, Knowledge, Abilities & Qualities Required

- A sincere interest and desire to work with the senior population. Motivation and ability to work with a team; ability to motivate people; ability to effectively communicate with staff, residents, families, and State surveyor agents; ability to work varied hours, ability to problem-solve and utilize resources; ability to delegate job functions and supervise volunteers.
- Must demonstrate empathy and compassion to connect with customers.
- Must be inspired to serve the needs of customers.

- Excellent interpersonal, organizational and communication skills.
- Must have the ability to read, write and follow oral and written direction in the English language at a level adequate to perform the job duties.
- Must maintain and encourage a positive work atmosphere by behaving and communicating in a manner that promotes cooperation with co-workers, managers and others with whom contact is made.
- Must have appropriate service orientation, demonstrate competency and professionalism.
- Ability to handle several tasks and respond effectively to unexpected changes, requests and stressful situations.
- Ability to multi-task job responsibilities.
- Able to maintain regular attendance.
- Ability to effectively handle stressful situations and work well under pressure.
- Must be capable of performing the essential job functions of this position with or without reasonable accommodation.

Physical Demands & Work Environment

The physical demands described herein are representative of those that must be met by a team member to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the team member is regularly required to stand, bend, talk and hear. The team member is required to walk and balance. The team members will occasionally be required to climb stairs. The team member is required to use hand and finger to touch, handle and feel, and is required to reach with hands and arms. The team member must be able to lift and/or move objects up to a minimum of 25 pounds. Must be in good general health and demonstrate emotional stability. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

The work environment conditions described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Works primarily indoors in well lighted/ventilated areas. Requires walking, standing, and sitting up to 100% of the time. Subject to hostile and emotionally upset residents, family members, staff, visitors, etc.

This organization reserves the right to revise the essential position functions as the need arises.

Acknowledgment

I acknowledge that I have reviewed this job description, and I am able to fulfill these responsibilities. I also understand that this is not a contract or a legal document.

I acknowledge that the ability to access information that is highly confidential and sensitive is inherent to the job duties as indicated above. I agree to abide by all relevant company policies and procedures regarding the use and disclosure of any information, including that which may contain demographic and/or health information regarding residents and the company. I agree that within my job duties, all uses, disclosures and requests for any information shall be limited to that which is reasonably necessary

to accomplish the intended purpose of the use, disclosure, or request. I understand that disciplinary action will be imposed against me if I fail to comply with any company policy or procedure regarding access and disclosure of confidential or sensitive information.

_____
Employees Signature

_____
Date

_____
Supervisor’s Signature

_____
Date