

FERLAND CORPORATION

POSITION: **RESIDENT SERVICES COORDINATOR**

Locations: Rumford Towers, Parkway, Hagan Manor, Cranberry Pond, Marvin Gardens II

Job Description

- Works with individual residents, and sometimes family, and management to evaluate, establish, and implement a written care plan. Monitor and adjust care plan as needed to maintain and improve the quality of life for all residents.
- Responsible for the coordination of non-shelter specific needs of the resident population to enhance the residents' ability to live independently and safely in their community.
- Document contacts with each resident served. Maintains all documentation in a confidential manner according to company and regulatory guidelines.
- Identify and provide current information about social services available and uses them as referral sources.
- Plans and implements ongoing educational, social, and recreational programs for all residents.
- Helps with the development and administration of grants for assigned developments. Completes company and regulatory agency reports and annual budget computation. Maintains open communications with regulatory agencies
- Assist residents and their families to resolve problems that may accompany illness, recovery, and/or rehabilitation. Serves as the liaison among residents, families, and management.
- Assists management staff, upon request with particular resident situations when additional expertise is required. Provides crisis intervention as needed.
- Participates in other management activities and promotes the company through involvement in professional and community organizations
- Develop effective working relationships with federal, state and local agencies and service providers (HUD, RIH).
- Refer residents to appropriate community services. Coordinate multiple services and provide follow-up communication with service providers, residents and Property Managers.

Qualifications:

- BA/BS in Social Services or related field required or equivalent, long-term, direct industry experience may be acceptable as an alternative
- Minimum 2 years experience in human services or related field
- Professional designation for Resident Service Coordinator is preferred
- Ability to travel and reliable means of transportation within Rhode Island
- Bilingual in Spanish a plus

Additional Attributes:

- Strong interpersonal / interactive and conflict resolution skills required
- Ability to provide advocacy for resident population
- Ability to collaborate with on-site staff, state and community agencies

Great Benefits Package!

Medical, Dental, Vision, Life, 401K Retirement Fund

Please submit your resume with salary requirements

Job Type: Full-time