

**Catholic Charities**  
Diocese of St. Petersburg, Inc.

**Employment Opportunity Posting**

**Date:** 05/01/2024

**Position Title:** Service Coordinator

**Supervisor:** Lead Service Coordinator

**Program:** Trinity Housing

**Location:** St. Petersburg, FL

**Work Schedule:** Various

**Job Classification:** Full Time Nonexempt

**Pay Rate:** \$18.00

**Starting Date:** ASAP

**SUMMARY:** Trinity Housing Service Coordinator is responsible for assisting residents in obtaining services from the community to enable them to fulfill the requirements of their lease, to maintain their quality of life and to enable them to live as independently and self-sufficiently as possible.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Responsible for providing general service management which includes intake, education (services available and application procedures) and referral of residents to service providers in the general community.
- Responsible for studying available community services and their requirements and then developing a Resource Directory. This directory will include a listing of local service providers that can be contacted to provide assistance to residents.
- Responsible for educating residents on service availability, application procedures, and client rights and help them obtain benefits for which they are eligible.
- Responsible for monitoring the ongoing provision of services from community agencies and keeping the case management and provider agency current with the progress of the individual.
- Responsible for serving as a liaison to community agencies, network with community providers and seek out new services available to the residents.
- Responsible for analyzing the types, frequency, and other characteristics of services residents use, need, and want.
- Responsible for researching residents' participation in, and satisfaction with, educational and social programs, residents' interest in new programs, and barriers to greater participation.
- Responsible for organizing programs on topics of interest to residents.

- Responsible for distributing free materials from organizations such as State and area agencies on aging, the American Association of Retirees Persons, the National Council on the Aging, senior centers, Councils on Aging or the services or programs themselves (such as Medicare and Medicaid).
- Responsible for organizing meeting to “teach” residents about housing development rules, regulations, and operations.
- Responsible for connecting residents with educational and recreational programs through the city, senior centers etc.
- Responsible for helping residents interpret mail; may fill out forms that they cannot fill out themselves; arrange utility, phone, medical, and other payment schedules; address errors or misunderstandings related to Social Security earning, insurance billing, or death or survivors’ benefits; make funeral arrangements for a loved one; connect with hospice and bereavement counseling or supportive services; and solve ‘bureaucratic’ problems.
- Responsible for helping resident obtain equipment and devices such as walkers, wheelchairs, Talking Books, large-print telephones and other visual aids, grab bars, hearing aids, devices that compensate for impaired hearing, lever door handles, and emergency response systems.
- Responsible for distributing emergency forms and helping residents fill out forms with their vital statistics information (to be kept with residents).
- Responsible for promoting resident participation in local senior centers.
- Responsible for getting residents involved in HUD’s Neighborhood Network Program, SeniorNet, or other computer oriented programs aimed at reducing isolation and increasing independence.
- Responsible for complying with all administrative and program record keeping tasks in a prompt and accurate manner.
- Responsible for assuring and maintaining accurate residents records and files
- Responsible for collecting supplementary information needed to assist residents.
- Responsible for completing and updating residents files in accordance with agency Guidelines
- Are responsible for representing the program in appropriate meetings; public forums, partner agency meetings, workshops, etc

### **OTHER RESPONSIBILITIES:**

- Complies with all applicable training requirements.
- Complies with all company safety, personnel and operational policies and procedures.
- Complies with work schedule to ensure effective operations of Agency programs.
- Contributes positively as a member of a productive and cooperative team.
- Participates in Agency Performance Quality Improvement (PQI) Program and Accreditation/Reaccreditation process.
- Performs other duties as necessary to fulfill Catholic Charities Diocese of St Petersburg, Inc Mission.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Able to speak, write and understand English.
- Must be sensitive to and respect cultural diversity amongst clients, staff and volunteers and able to work with diverse racial, ethnic and economic groups.
- Flexible work schedule including evenings, nights, weekends and holidays.
- Ability to set appropriate limits, work under deadlines and multi-task.

- Ability to organize, prioritize, self motivate, and deliver results.
- Excellent communication and listening skills.
- Possess strong work ethics.
- Successfully pass a FDLE Level II background screening.
- Valid Florida driver's license, ability to drive van or bus and have reliable transportation.
- Mission driven attitude supplemented with integrity and passion.
- Adherence to the highest ethical standards, personally and professionally.
- A high level of openness and willingness to receive feedback/suggestions from superiors and others, and to learn new skills to improve job performance.
- Evidence of deep alignment with Catholic Charities Diocese of St Petersburg, Inc Mission and Values.
- Will make a Commitment to Serve all people with Respect, Compassion, and Cooperation in the spirit of a unifying God.

#### **ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledgeable on entitlement programs and other federal, state and community resources.
- Knowledgeable on confidentiality and disclosure requirements.
- Knowledgeable on housing rules and regulations such as Fair Housing, the Americans with Disabilities Act and reasonable accommodations.
- Knowledgeable on disability issues and adaptive devices.

#### **EDUCATION AND EXPERIENCE:**

- A Bachelor of Social Work or related degree.
- Two years of experience in social service delivery with senior citizens, disabled and/or low-income families.
- Demonstrated working knowledge of entitlement programs, supportive services and other resources.

**PHYSICAL DEMANDS:** These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of job. Working in an office/site requires prolonged sitting at the computer workstation; standing, bending, reaching, lifting up to 40lbs. and some driving. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, telephones, and other office equipment. It is also required to regularly sit, speak, and listen, the employee is also required to walk, use hands and fingers to type, operate equipment, and maintain records and notes. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

To be considered for employment please apply to [cmartinez@ccdosp.org](mailto:cmartinez@ccdosp.org)

*It is the policy of Catholic Charities to make every effort to fill position vacancies from within our organization. The Agency may also conduct simultaneous searches for job candidates outside of Catholic Charities while the vacant position is posted in order to find the most qualified candidate*

*for the position. Catholic Charities is an Equal Opportunity Employer that values the strength diversity brings to the workplace. EEO/AA/ADA Employer.*

*Catholic Charities participates in the US E-Verify program.*