



**RESIDENT SERVICES  
COORDINATOR/  
CASE MANAGER**  
**at elderly housing development**

***Fringe Benefits***

- 3 weeks vacation
- 12 days sick time
- 1 week personal time
- 13 holidays
- your birthday off!
- health and dental insurance
- life insurance
- long-term disability insurance
- short-term disability insurance
- 403(b) retirement plan
- credit union
- pre-tax deductions

Ethos welcomes racial, ethnic, cultural, religious and linguistic diversity and affirms the right of self-determination without regard to age, physical or mental characteristics, sexual orientation, gender or gender identity in all aspects of its operations. AA/EEO

Coordinate client services for residents at housing developments and Ethos clients, reassess periodically and provide short-term crisis management support to clients while performing responsibilities as part of both Housing and Home Care teams. Interview residents, determine needs and help meet those needs by scheduling activities, problem solving with residents and housing management. Interview and assess applicants for community-based services. Develop and initiate service plan. Coordinate client services, reassess periodically and provide short-term crisis management support to clients while performing responsibilities as part of a Home Care team. M-F 9 a.m. to 5 p.m.

**DUTIES:**

Maintain an ongoing caseload of clients.

- A. Outreach to residents with at least annual resident contact with re-assessment of psycho-social needs.
- B. Coordinate services with provider(s) and informal/formal supports.
- C. Host coffee hours/social events to facilitate interaction.
- D. Facilitate resident development of social activities, tenant organization and other activities. This includes monthly report to The Community Builders property manager.
- E. Mediate resident disputes. Develop resident grievance process and oversee its implementation

Maintain current information relating to each case.

1. Keep files up-to-date including progress notes.
2. Maintain all forms in compliance with regulations.
3. Complete authorizations, re-authorizations and changes in the service plan. Maintain appeals forms.
4. Record and maintain statistical data.

**Qualifications:**

1. Bachelor's degree in human services, social work, psychology, counseling, nursing or related field required.
2. Excellent interpersonal, communication and organizational skills. Sensitivity to elder issues.
3. Intermediate computer literacy and word processing skills required.

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**Salary:** \$37,070 to start or more depending on experience

**TO APPLY:** Submit resume and cover letter to:  
Human Resources Director, Ethos, 555 Amory Street,  
Jamaica Plain, MA 02130 OR  
ethos\_hr@yahoo.com OR  
fax to 617-524-2899