



JOB DESCRIPTION

Service Coordinator

The **Service Coordinator** is responsible for supporting residents at Island Parkway Manor (Defiance) and Riverview Terrace (Napoleon) by coordinating supportive services, promoting wellness, and enhancing quality of life. This role focuses on connecting individuals to community resources while fostering a safe, engaged, and supportive living environment.

Pay Range: 45,000

Classification: Full-Time, Hourly; Non-Exempt

Department/Sub-Department:

Service Coordinator (REPORTS TO):

Service Coordinator SCHEDULE

Four (4)-Day work week, Monday-Thursday **OR** Tuesday-Friday

Service Coordinator LOCATION

Defiance & Napoleon, Ohio (Some Travel as Required)

Service Coordinator RESPONSIBILITIES

- Act as a liaison between residents, staff, and external service providers
- Advocate for residents while maintaining professional boundaries
- Assisting residents in accessing medical, social, and financial resources
- Provide referrals to community-based programs and services
- Plan and facilitate recreational, educational, and wellness activities
- Promote community engagement and resident participation
- Maintain ongoing communication with residents and support systems
- Coordinate with property management on tenancy-related concerns (excluding protected health information)
- Maintain accurate and timely resident records and service documentation
- Manage program calendars and submit required reports on time
- Ensure confidentiality and compliance with HIPAA standards
- Promote excellent customer service and positive resident relations



Service Coordinator QUALIFICATIONS

Bachelor's degree in Social Work, Gerontology, or related field preferred
Experience in service coordination, social services, or property management
Strong communication and interpersonal skills
Ability to build trust and demonstrate empathy with seniors and individuals with disabilities
Strong organizational and time management skills

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Service Coordinator PHYSICAL DEMANDS/ WORK ENVIRONMENT

This position is based within **residential apartment communities with a combination of office work and on-site resident interaction**. Regular use of a computer is required, along with occasional movement throughout the property and interaction with residents.

Service Coordinator Specialist BENEFITS

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Company Sponsored Life Insurance
- 403B with company match
- Paid Time Off and Personal Time Off
- Continuing education and certification assistance
- Long- and Short-Term Disability
- Employee Referral Bonus

Conditions of Employment:

Employment in this position is contingent upon availability of funding, successful completion of a criminal background check, Motor Vehicle Record (MVR) check, and demonstrated competency and proficiency with equipment and software normally used in the performance of assigned duties. Must provide own transportation (proof of insurance and valid driver's license must be provided upon employment and thereafter, if applicable). Some overnight business travel may be requested.

