

## Reaching Resources Coordinator

### *Job Description*

Reaching Resources is an intensive, home-based case management program for aging adults and their caregivers. This program serves as the hub for all things relating to aging in our community. The goals of the program are to prevent isolation, improve quality of life, and help maintain independence. The Reaching Resources Coordinator for this program will be a resource guide, advocate, and support for seniors in Hamilton County. The Coordinator has up to date and accurate information about the resources, programs, and services for seniors in Hamilton County. They will help seniors with the improved referral process and connect them directly with the resource. Furthermore, they will complete a comprehensive intake interview to help determine what other services and resources the senior may benefit from in their area. The goal of the program is to connect seniors with programs and services to improve their quality of life and help them maintain their independence.

#### **Job Responsibilities:**

- Complete comprehensive client intake interviews and evaluate needs to improve quality of life and safely maintaining independence in the home
- Establishes action plans for the client by coordinating referrals, arranging resources, and aid client in obtaining assistance; Action plans will include consistent follow-up with referral sources and clients
- Maintains clients' records by reviewing case notes; logging events and progress; keeping database up to date
- Complete follow up survey with client after all referrals and assistance have been completed to ensure needs have been met
- Prepares reports by collecting, analyzing, and summarizing client results and data; compiling statistics; completing grant information requests
- Gains up to date knowledge on Hamilton County resources for seniors by reviewing resource guides, meeting and communicating regularly with collaborators, attending community events/meetings as requested, and seeking out new opportunities for partnerships
- Updates job knowledge by participating in educational opportunities; maintaining professional networks; participating in professional organizations as appropriate
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Meet regularly with Director of Programs for supervision, training, and client case review; Maintains positive and consistent communication with supervisor and responds to requests in a timely manner
- Maintain confidentiality for all client interviews, phone calls, meetings, records, and reports and ensure client information secure

**Job Requirements:**

- Bachelor's degree in social work, social sciences, or healthcare related field (equivalent experience considered)
- Proven experience in case management; bonus if experience is working with older adults
- Ability to travel to serve the client's in their homes and communities within Hamilton County
- A valid driver's license and insurance
- Clear and effective communication skills
- Excellent organizational and time management skills
- Problem solving skills and ability to multi-task
- Compassionate with teamwork skills
- Flexibility with a new and changing program model
- Basic technology skills with Microsoft Office and database software

*During hiring process, full criminal and motor vehicle background check will be completed.  
Job offer is dependent upon positive outcomes from these checks.*

**Please email Jennifer Miller at [jennifer@scofhc.org](mailto:jennifer@scofhc.org) with cover letter and resume by 5:00 p.m.  
on Monday, June 28, 2021.**