



Gracious Grounds Job Description

Position Title: **Resident Services Coordinator**

Reports to: **Operations Director**

Status: **Part-Time (15-20 Hours per week)**

Overall Function: Gracious Grounds is seeking an energetic, caring individual to provide guidance and support for residents along with assisting their families in obtaining the services needed to be successful in independent housing. This person would not be providing support services directly but would work to connect residents with local service providers. This candidate would also work with management to help identify residents who would need assistance and work to educate residents on available resources. This part-time position would be split between three properties in Grand Haven, Michigan.

Essential Overall Duties

- Assist and educate residents and families about the services which may be necessary to maintain a self-reliant and independent lifestyle.
- Learn about the interests and priorities of our residents.
- Support them in achieving; social & community integration, employment, volunteerism, and education.
- Act as a liaison between community agencies, service providers, and residents.
- Work as part of a team; Operations Director, Executive Director, and Resident Assistants.
- Provide training and assistance to staff in developing reasonable approaches to accommodating the needs of the residents.
- May provide general case management; evaluation of social, psychological, and physical needs of residents.
- Promote both physical and emotional health and wellness for residents.
- Document conversations and maintains resident confidentiality.

Our Culture: Gracious grounds primary mission is to provide housing, devoted to the independence of adults with unique needs within an inclusive community. By providing meaningful care, you will create relationships built on trust and respect resulting in the confidence and dignity for the residents. The level of coaching and assistance will be different for each resident as the population we serve has varying degrees of skill and abilities.

Qualifications:

- Associate Degree in a related field. Bachelor's degree preferred
- Three years of related work experience to include providing support to individuals with disabilities

- Any combination of equivalent training and experience which provides desired knowledge, skills, and abilities.
- Demonstrated knowledge of community services in the Ottawa, Muskegon, and Kent County areas
- Demonstrated knowledge of service management, problem solving, and advocacy
- Experience with disability services and mental health services preferred
- Strong organizational skills. Must be able to manage time and schedule effectively.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees within this position. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of the personnel so classified.

No Discrimination. The objectives of Gracious Grounds, including the hiring of all staff shall be pursued without harassment, sexual or otherwise, or discrimination based upon gender, sex, marital status, age, race, color, national origin, ancestry, creed, religion, veteran status, political affiliation, or county of residence, or any protected status under law.