

CLASSIFICATION GRID: 11 NEW GRID 35
(As of April 1, 2019)

BENCHMARK TITLE: RESIDENCE COORDINATOR

BENCHMARK NUMBER: 81503

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Oversees the day-to-day operation and maintenance of an assigned residence such as a group home, hotel, or apartment by performing duties such as ensuring adherence to residence policies and procedures, supervising staff, and ensuring residence maintenance and safety.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Interviews clients, gathers background information, determines client suitability for the housing program, informs clients of house policies and procedures, and makes referrals to other programs as required.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Assists in recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
4. Participates in case planning with clients and/or healthcare providers to meet the needs of the client and/or the community.
5. Assists in the preparation of the budget for assigned programs and/or services, monitors and authorizes budgeted expenditures, and assists with financial reports and payments. Maintains related records and reports.
6. Advocates for clients by problem solving in areas such as financial assistance, accessing community resources, and obtaining volunteer placements. Provides crisis intervention in situations such as medical emergencies and client disputes.
7. Ensures the maintenance, cleanliness, and safety of the residence. Contacts outside contractors for maintenance work as required. Ensures the residence's inventory of supplies is maintained by performing duties such as contacting outside suppliers and following up on discrepancies.
8. Reviews and maintains related documentation such as resident progress reports and care plans.
9. Acts as a liaison with community agencies, and promotes and encourages community involvement in the program.
10. Provides direction to clients and/or volunteers, and monitors and assists as required.
11. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Certificates in CPR and First Aid
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Ability to assist clients with money management