



HDM Support Service Coordinator

Job Title: Home Delivered Meals (HDM) Support Service Coordinator

Reports To: VP of Health and Social Services

FLSA Status: Non-exempt

Department: Health & Social Services

Assignment Category: Regular, Full-Time

Hours per day: 8

Summary

The HDM Support Services Coordinator works both independently and collaboratively to address any case management needs for homebound Home-Delivered Meals (HDM) clients that are identified as needing additional assistance. In addition, the Support Services Coordinator is responsible for communicating and coordinating health and mental health referrals for HDM clients utilizing both in-house and community resources. The Support Services Coordinator also conducts community outreach to expand access and increase participation in the HDM program.

Responsibilities

- Works in collaboration with the Nutrition Department in conducting monthly intake assessments to determine client eligibility for HDM program
- Responsible for conducting quarterly re-assessments for HDM clients with an average of 15 to 32 completed on a monthly basis and annual nutrition risk assessments to determine continued eligibility for services
- Ensures collaborative, interdisciplinary communication between Serving Seniors' Nutrition staff and other Health & Social Services staff to triage any health and/or mental health needs for homebound clients
- Provides homebound clients with case management assistance by connecting them with the appropriate resources both in-house and in the community
- Completes efficient, timely and accurate documentation of all client efforts, interactions, referrals, and data entry into various software (CaseWorthy, Q, Teams)
- Participates in the collaboration between organization and UPAC Positive Solutions Program (PSP) to identify individuals 60+ who may be experiencing feelings isolation, depression, etc. and obtain consent to refer for services to meet the following monthly metrics:
 - 11 or more referrals
 - 7 or more provider/community outreach efforts completed
 - Complete and submit 11 or more PHQ-2 questionnaires for older adult participants served
 - Attends monthly meetings with UPAC Program Manager to discuss objectives and program needs
 - Submits a monthly report of outreach efforts and/or screening activities into the UPAC tracking system and to the Positive Solutions Program Manager
 - Conducts community outreach to other community-based organizations and at other senior residences throughout San Diego County to expand access and program participation
 - Provide support to other HDM regions and performs other duties as needed
 - North County-based position will require an on-site case management presence at the Oceanside Senior Center*



Experience

- Bachelor's degree in Social Work or related field
- Bilingual Spanish required
- Minimum one year work experience/experience working with older adults preferred

Skills

- Excellent analytical, verbal and written communication skills; ability to establish rapport
- Strongly defined sense of professional boundaries
- Demonstrated ability to use good judgment and maintain confidentiality
- Ability to work independently, multi-task, and set priorities to meet deadlines
- Ability to identify and resolve problems in a timely manner and exercise sound judgment in decision-making
- Ability to work collaboratively with both internal and external partners
- Proficient in MS Office (Outlook, Word, Excel, PowerPoint)

Other Skills Include:

- Written Communication Skills
- Telephone Etiquette
- Attention to Detail
- Diplomacy
- Professionalism
- Time Management
- Computer Literacy
- Ability to sit or stand for long periods of time
- Ability to lift up to 20 pounds

Physical Demands and Work Environment

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

While performing the duties of this Job, the employee is regularly exposed to normal risks of working in an office environment (e.g., risks due to heavy computer use). Must have valid California Driver's License, insurance and reliable method of transportation.