



## Resident Services Coordinator

Location: Livonia, MI

**Silver Tree Residential, LLC** is one of the fastest growing property management companies in the industry. We were formed in 2009 under the vision of James Carmichael to operate a portfolio of apartment communities that now consists of 100 properties, spanning 25 states, totaling over 12,000 units. Silver Tree Residential, LLC exists to provide the highest quality operations in senior and family housing communities.

**Silver Tree Residential** is looking for a dependable and experienced Service Coordinator to join our team and residents. **Skyline Tower** is comprised of 278 apartment homes for seniors. We are looking for a compassionate & motivated individual who is willing to uphold our community to the highest standards and help improve the quality of life of our residents.

### Essential Functions and Responsibilities:

- SC will develop relationships and partnerships with multiple agencies and nonprofits in the area to help provide services for residents of the site.
- SC will link and develop ongoing educational programming, wellness presentations and on-site events for residents that enable, empower, and promote resident self-sufficiency.
- Demonstrates a solid working knowledge of federal, state, and local resources, including entitlement and means-tested programs available to seniors that support a consumer-directed approach toward independent living.
- Serves as a liaison with medical and professional services providers, and community agencies and/or upon request and/or authorization from the resident or his/her legal representative.
- Will report abuse, neglect or exploitation of a resident in accordance and compliance with appropriate state statutes, and standards of ethical practice.
- SC shall not provide direct services to residents but may provide limited case management when requested and authorized by the resident.
- Maintains resident files in compliance with HUD and Silver Tree Residential requirements, utilizing such files to prepare and submit HUD regulatory reports as directed.
- Employee shall develop and maintain a resource directory for the apartment community.
- When consumer-directed, SC shall assist the resident, family, and designated representatives with transition into and out of the facility.
- Accompanies Community Director on apartment inspections and collaboratively assesses and coordinates plan with residents to continue to age in place. The Service Coordinator will follow up on any referrals from inspections from property management team.
- Creates monthly calendar and site newsletter with input from Community Director and other staff as needed.
- Attends home visits of prospective tenants to engage in early communication about Service Coordination program and assist in move in process.

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## **Qualifications**

- Individual will possess a minimum of a bachelor's degree in gerontology, social work or related field. Master's degree and/ or AASC Professional Services Coordinator certification is preferred but not required.
- Individual will possess a minimum of three years of experience providing social services and a genuine interest in continuing education that directly serves the elderly.
- Individual will be informed as to legal liability issues relevant to the provision of social services to at-risk populations.
- Individual will possess a sincere commitment and passion to serve an elderly population characterized by physical, functional, social and cognitive challenges.
- Individual will possess strong written and verbal communication skills, and the ability to problem-solve, educate and advocate for vulnerable adults.
- Excellent organizational skills and knowledge of MS Office and experience with Excel spreadsheets is required.

To ensure STR gets the best candidates, we offer a competitive salary and benefit package.

*Email your resume or referral to [September.lyles@st-residential.com](mailto:September.lyles@st-residential.com) / 734-245-9177*

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