



JOB OPPORTUNITY

Job Title: Resident Service Coordinator
Reports To: Supportive Housing Director
Job Location: Seattle, WA
Hours/Schedule: Full time, exempt

JOB DESCRIPTION

Kin On is seeking a full time, exempt, Resident Service Coordinator, reports directly to the Supportive Housing Director.

The role is to oversee the operations of the social service/activities department of two supportive housing facilities: Kin On Assisted Living Facility and Kin On Adult Family Home (combined 26 units) within Kin On's main campus. The role assures that social services are provided to residents according to their psychosocial needs and established policies and procedures. Additionally, the role is to ensure Kin On adheres to all state, federal and local regulations regarding resident services and consistent with Kin On's mission.

ABOUT KIN ON

Kin On is a non-profit organization rooted in the Asian community for more than 30 years. Kin On's mission is to honor, support, and advocates for our Asian elders and families in the Puget Sound region by offering culturally and linguistically appropriate health, social, and educational services.

Kin On is creating an age friendly campus which includes a 24/7 skilled-nursing facility, Rehab and Care Center, Home Care Services, Family Caregiver Support, Chronic Care Management Services, and Health Living Program. In addressing the unmet needs of the community, Kin On is soon to complete a major capital expansion to include an Assisted Living Facility and Adult Family Home.

ROLE AND RESPONSIBILITIES

A key function of the role is to maintain a positive rapport and cultivate respectful relationships with residents, friends, and family who are being supported. Candidate must have a strong ability in recognizing each individual's rights as a resident in promoting their dignity, well-being, personal choice, and self-esteem.

The essential responsibility of the role is to plan, organize, and lead programs for residents that maximize their quality of life by meeting physical, social, and spiritual needs, which may include providing entertainment, exercise, relaxation, and educational programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plan, organize and lead programs for residents that maximize quality of life by meeting physical, social and spiritual needs.
- Coordinate and provide oversight for facility-wide events, intergenerational programs and volunteer services.
- Develops and maintains strong resident/family relations and effectively deals with complaints to ensure a high level of customer satisfaction.
- Formulate monthly calendar of events and birthday lists.
- Posts daily recreation schedule and keeps resident attendance records.
- Other job-related duties as assigned.

MINIMUM QUALIFICATIONS

- Strong English written and verbal communication skills a must; a secondary conversational Chinese language in Cantonese, Toishanese and/or Mandarin highly desired.
- Bachelor degree in Social Work, Recreational Therapy, Psychology/Sociology (with Gerontology/Geriatrics focus) or related field is required.
- Nursing Home, Assisted Living or senior care facilities experience preferred.
- Proficiency in computer programs such as Microsoft Office Suite a must. Knowledge and proficiency in other IT related applied technology a plus.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work independently and in a team.
- Have excellent customer service skills.
- Ability to work under pressure.
- Ability to work with constant interruptions.
- Ability to function as a team leader in sharing responsibility for the provision of resident services in cooperation with all other members of the team.
- Must be able to communicate clearly both verbally and in writing.
- Must be able to read/write/speak English.
- Ability to speak Chinese and/or other Asian languages a plus.

WORK ENVIRONMENT

The role resides primarily inside a temperature controlled facility with occasional outside travel as need arises. Frequent full range of motion used such as standing, sitting, walking, lifting (10-25lbs), manual dexterity, computer use, and exposure to common risks & conditions found in healthcare facilities such as blood, bodily fluids, IV equipment, various machines & monitoring devices, and wheelchairs.

TO APPLY: Please send resume to Hiring Manager via Careers@kinon.org. Only qualified individuals being considered will be contacted for an interview.

Kin On is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, gender, sexual orientation, gender identity and/or expression, creed, national origin, age, disability, genetic information, ancestry, citizenship, marital status, veteran and/or military status or any other legally protected status. No question on this application is used for the purpose of limiting or excusing any applicant's consideration for employment on a basis prohibited by local, state or federal law.