

Position Title: **SASH Coordinator**

Reports to: SASH Team Leader

Position Summary

The primary function of the SASH (Support and Services at Home) Coordinator is to build trusting relationships with SASH participants order to develop a thorough knowledge of each participant's strengths and challenges as they pertain to remaining safely in their home. The SASH Coordinator (SC) organizes and carries out health and wellness programming, educational sessions, social gatherings and other activities for participants/residents; hosts monthly resident meetings and creates a monthly newsletter for residents; and regularly convenes the local SASH team to coordinate special care and services a participant may need. The SC also identifies and proactively responds to resident or community issues, enlisting the help of their supervisor as needed.

General SASH Coordinator Duties

- Prepares and disseminates SASH informational materials and assists in explaining the SASH model to residents and their family members/supports.
- Enrolls new SASH participants and ensures that enrollment documents are thoroughly explained and signed.
- Follows all policies and protocols in the SASH Operations Manual.
- Develops and maintains a regular calendar of activities and events for residents.
- Helps residents to build support networks with other residents, friends, and families.
- Strictly adheres to confidentiality requirements and appropriately documents information release.
- Recruits and trains volunteers in collaboration with the Cathedral Square volunteer coordinator and supervises resident volunteers in providing activities and programs in the Community Healthy Living Plan.
- Escorts residents on field trips and outings as appropriate.
- Establishes and maintains positive working relationships with representatives of related community organizations, including the local Agency on Aging, UVM Medical Center and local hospitals, UVM Home Health & Hospice, senior centers, volunteer groups, nursing homes, etc.
- Participates in SASH community outreach activities.
- Works collaboratively and independently and as part of the SASH and Cathedral Square teams.
- Documents and enters data as required for SASH record-keeping, grant reports and other needs.
- Communicates in a positive and respectful manner with residents, community members, co-workers, visitors and family members.

Intervention Responsibilities

The SASH Coordinator has specific responsibilities for the three SASH intervention categories: transitional care interventions, coordinated care interventions and self-management education interventions.

Transitional Care Interventions:

- Educates and informs SASH participants and family/support persons of the SASH Admitting & Discharge Planning Protocols;

- Follows all designated SASH Coordinator duties outlined in the Admitting & Discharge Planning Protocols. These include:
 - Coordinating and communicating with discharge staff at the hospital or rehab facility and with family members/caregivers;
 - Visiting the participant in the hospital or rehab facility as appropriate;
 - Updating the SASH team on the participant's transition status and confirming services to be available upon discharge;
 - Visiting the participant in person within 24 to 48 hours of their return home to identify needs and review discharge instructions;
 - Coordinating and planning for any needed and unmet services with SASH team; and
 - Updating the participant's SASH health record and Healthy Living Plan (HLP).

Self-Management Education Interventions:

- Develops the Community Healthy Living Plan (CHLP) in collaboration with SASH team and revises CHLP Action Plan every 6 months based on on-going assessment of the needs of and opportunities in the housing community;
- Identifies how best to offer the CHLP services and programs for SASH participants (e.g., bring existing community-based programs on-site, help participants participate in off-site programs, design new programs);
- Provides encouragement and "coaching" to help participants stay focused and motivated on self-managing of their chronic conditions;
- As requested or agreed to by participants, provides reminders and/or check ins to promote self-management skills;
- Organizes and coordinates on-site educational presentations on health and wellness topics based on the collective needs of their SASH participants as outlined in the CHLP; and
- Coordinates and oversees volunteers (in collaboration with the Cathedral Square volunteer coordinator) to support residents in reaching their goals.

Coordinated Care Interventions:

- Arranges and schedules health assessments for SASH participants;
- Conducts person-centered interviews with each participant to understand their interests, needs, ideas, concerns and opinions;
- Coordinates and finalizes each participant's Healthy Living Plan (HLP) in collaboration with the participant and the SASH team;
- Coordinates any support the participant needs in order to reach their HLP goals;
- Serves as the key contact for information about participants that is shared with the Wellness Nurse and other members of the SASH team, discharge-planning staff from hospitals and rehab facilities, and family members and volunteers. (This includes identifying and documenting high-risk participants in the CareNavigator system.)
- Convenes and facilitates SASH team meetings, including setting the agenda and recording summary notes;
- Enters progress notes in the participant's Health & Wellness Record;
- Communicates regularly and effectively with SASH participants both individually and in groups to ensure consistent follow-up and information sharing with participants and members of the SASH team;
- In cases when a personal care attendant (PCA) is contracted for on-site services, introduces the PCA to participants and provides functional supervision of the PCA in collaboration with Wellness Nurse and contracting agency.

Other Duties:

- Organizes and facilitates monthly meetings with participants;
- Coordinates family/participant meetings as needed;
- Creates and distributes a monthly newsletter and activity calendar;
- Generates holiday, birthday, thank-you and sympathy communications and cards in collaboration with Cathedral Square's main office;
- Attends CS staff meetings and external meetings as needed.
- Contributes to regulatory or grant reports as needed.
- Fills in for other SASH Coordinators and staff during leaves or vacations.
- Additional duties if based in a CS housing community:
 - Serves as the key on-site contact for issues relating to housekeeping, noise, site disturbances, and other violations of the resident handbook
 - Identifies and proactively responds to the underlying causes of resident or community problems, enlisting the help of their supervisor as needed;
 - Conducts welcome interviews with new residents;
 - Coordinates move-out notices with the main office;
 - Follows up with residents regarding late-rent payments;
 - Arranges and coordinates volunteers to conduct property tours; and
 - Supports the public relations activities of Cathedral Square (e.g., assists with press releases, open houses, media events and other activities held on site as needed).

Cathedral Square Standards of Conduct:

- Demonstrates a commitment to the mission and values of CS.
- Demonstrates respectful and effective communication with co-workers, residents, families, vendors and others.
- Protects the privacy and confidentiality of information related to residents, families, staff and general CS operations.
- Shares and reflects CS's commitment to equity, inclusion and diversity both professionally and personally.
- Communicates a positive image about CS to the community.
- Adheres to all safety practices, rules and standards throughout the work day.
- Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
- Maintains a professional appearance appropriate for the position.
- Reports to work on time, provides advance notice for time off, completes timesheets accurately and appropriately manages CTO time.
- Demonstrates a commitment to integrity in work habits and use of CS resources.
- Willingly performs duties outside one's principal responsibilities when needed.

Minimum Qualifications:

- Bachelor's degree in social work or equivalent combination of background and experience.
- Excellent interpersonal and communications skills (verbal and written).
- Valid driver's license.
- Good general health, with a positive attitude and emotional stability.
- Appreciation for the heritage, values and wisdom of each resident and a commitment to the philosophy of a person's choice to age at home.

Highly Desirable:

- Working knowledge of standard office equipment and software, including Microsoft applications (Word, Publisher, etc.);
- Previous experience coordinating services specifically for older adults and people with disabilities; and
- Knowledge of area resources and programs available to this population, including transportation, health services, and recreational activities.

Working Conditions & Physical Demands:

- Must be able to lift/push up to 25 pounds.
- Pleasant but sometimes high-stress work environment.
- Frequent interruptions and changing priorities, which requires one to be flexible, adaptable and unflappable.
- Ability to lead activities, field trips, etc. both on and off site.
- Possible exposure to bodily fluids, unpleasant odors and inappropriate behavior of residents.

Cathedral Square is a nonprofit, 501(c)3 organization and an equal-opportunity employer and housing provider. Since 1977, we have worked to create a better Vermont by providing affordable, service-enriched homes to older Vermonters and people with special needs. Our organization and our communities are welcoming and inclusive, embracing diversity in all its forms.

