

Position Title: **Assisted Living SASH Coordinator**

Reports to: **LTC Administrator**

**I. Position Summary:**

The function of the Support and Services at Home (SASH) Coordinator in Assisted Living is to build trusting relationships with participants in SASH in order to develop a thorough knowledge of each SASH participant’s strengths and challenges as they pertain to remaining safely in his or her home.  The SASH Coordinator works with the SASH team to coordinate care and services as well as meet the data requirements of the SASH program.  The goal of the SASH model is to enhance the coordination of person-centered health and wellness services in order to assist residents to remain in their homes as their health and functional needs change.

The SASH Coordinator in the Assisted Living facility case manages the Medicaid paperwork including applications, renewals and service plans for all residents who are Medicaid participants.  The SASH Coordinator oversees the Activities Coordinator and provides backup as needed.  This position also collaborates with nursing staff and resident assistants to assess and meet each resident’s needs. Communicates and coordinates with resident’s additional support team; DPOAs, guardians, representative payees, and mental health clinicians. The SASH Coordinator manages resident petty cash accounts, convenes the monthly Resident Meetings, creates a monthly newsletter, attends quarterly Quality Assurance meetings, as well as the Waiver Team meetings.  Supervises and trains yearly intern from a local college. Helps train and coordinate volunteers with the Activities Coordinator. The SASH Coordinator identifies and proactively responds to the housing community and resident relationship issues, enlisting the help of the Assisted Living team as needed; serves as the key on-site contact for lease enforcement relating to housekeeping, noise, site disturbances, etc.; and carries out policies outlined in the resident handbook.  Assists the LTC Administrator as needed.

 II. **Principal Responsibilities:**

**1. Assisted Living SASH Coordinator Duties**

* Prepares and disseminates SASH informational materials and explains the SASH model to residents and their family members/supports.
* Enrolls new SASH participants and ensures that enrollment documents, including but not limited to the Use and Disclosure Agreement, are thoroughly explained and signed.
* Follows all policies and protocols in the SASH Operations Manual.
* Completes Social Wellness Surveys and Healthy Living Plans.
* Strictly adheres to confidentiality requirements and appropriately documents information release.
* Documents and enters data as required for SASH record-keeping, grant reports and other needs.
* Works collaboratively with the SASH team, 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, Bayada, senior centers, volunteer groups, nursing homes, etc.

**2. Provides Case Management**

* Manages all ACCS and ERC Medicaid residents. Supports residents and DPOAs with the initial application and renewals as required with attention to State deadlines.
* Participates in the monthly Medicaid team waiver meetings.
* Supports residents and DPOA’s with VSHA applications and renewals for our 5 PBV’s.
* Maintain compliance of all regulatory requirements including Assisted Living Regulations.
* Works closely with OCM and Long-Term Care Administrator on Room and Board changes.

**3. Supports Resident Services**

* Manage resident petty cash accounts following ALR requirements and submit quarterly reports to residents or families.
* Manage Advanced Wireless communication system including pendants and radios.
* Participates in quarterly Quality Assurance meetings.
* Monitors SSTA transportation for residents including applications and renewals.
* Organizes and facilitates monthly resident meetings.
* Work collaboratively with LTC administrator, nursing and care staff in building trusting relationships by educating, organizing, coordinating care and services in promoting wellness and safety for residents.
* Coordinates family/resident care plan meetings as needed.
* Works closely with DPOA’s and supports to ensure the resident is best cared for.
* Supports weekly grocery shopping.
* Communicates in a positive and respectful manner with residents, community members, co-workers, visitors and family members.
* Supervise and support the activities coordinator, interns and volunteers.

**4. Housing Management Duties**

* Provides tours of the property.
* Provides support to residents and families with move ins and move outs. Coordinates

with OCM regarding required paperwork.

* Follows up with residents and DPOAs regarding late-rent payments.
* Provides lease education and understanding as well as compliance with resident leases

and property rules, including writing lease violation letters when necessary.

* Mediates resident disputes and serves as key on-site contact for lease enforcement

relating to housekeeping, noise, site disturbances, etc.

* Identifies and proactively responds to the underlying causes of any resident relations or

housing community issues, enlisting the help of their supervisor as needed.

* Document resident issues and correspondence in data program.
* Maintain compliance of all regulatory requirements including HUD and VSHA.
* Work with OCM and MT departments to assist with on-site communication with residents in meeting all needs for successful housing.
* Supports resident’s and DPOA’s with our online Rent Payment system.

**5. Performs other General Duties**

* Works independently and as part of a team to carry out job duties.
* Attends CSAL Team, CSAL Staff and CSC staff meetings.
* May fill in for Activities Coordinator during leaves or vacations.
* Supports Administrative Assistant as needed.
* Performs other duties as assigned.

**III. CSC 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.
* Demonstrates support for equity, diversity and inclusion.
* 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.

**IV. 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.
* 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.
* Knowledge of area resources and programs available to this population, including transportation, health services, and recreational activities.
* Share in Cathedral Square’s values including ethical, responsible, compassionate, empathetic and professional conduct.
* 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.

**V. 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 facilitate meetings and lead activities, both on and off site.
* Possible exposure to bodily fluids, unpleasant odors and inappropriate behavior.

**Employee Name (printed)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**