

# WHAT IS A SERVICE COORDINATOR?



**Service Coordinators** are a valuable resource and important member of the management team in affordable housing communities. The role of the Service Coordinator is to link elderly, disabled and low-income families to supportive services and other community resources.

Service Coordinators assist elderly and/or disabled residents by identifying, locating, and acquiring the services necessary for them to age in place and remain living independently in their own homes. Service Coordinators also provide access to community based supports, job training and other resources to low-income families to help them achieve self-sufficiency and economic independence.

**SERVICE COORDINATORS  
TYPICALLY HAVE SOCIAL  
WORK OR HUMAN SERVICES  
EDUCATION AND EXPERIENCE.**

## **Service Coordinators:**

- Assess service needs of residents and links them to the appropriate providers.
- Facilitate programs and services such as health and wellness, job training, or transportation.
- Assist residents with applications for benefits and entitlement programs.
- Save taxpayer dollars by helping residents to remain living independently in their own homes.
- Develop a resource directory of local social service agencies and providers.
- Advocate for adequate, timely, and cost-effective provision of services.

