

**Appleton Corporation**  
**800 Kelly Way**  
**Holyoke, MA 01040**

January 18, 2021

**Resident Service Coordinator-**

Resident Service Coordinator positions for two locations, one in Easthampton, MA - 20 hour week, non-benefited position that may have the potential to become full time later in 2021. The second position is located in Holyoke, MA. - 40 hours, benefited position.

Both positions are Monday- Friday schedule. No weekends.

**Position Summary:**

RSC acts as a liaison between residents and Management, community-based agencies, and/or regional government entities (Social Security Administration, Dept. of Veteran's Affairs, etc.); Resident Service Coordinators work with Management staff, eldercare service providers, behavioral/mental health care and medical care professionals to resolve issues together while keeping information confidential.

Responsible for the coordination of health and community related services that provide quality living experience for residents in assigned properties managed by Appleton Corporation.

**Essential Functions:**

- Promote and encourage the maintenance and growth of elders'/residents' independence by teaching and empowering individuals to their highest level of functioning.
- Assist the elders/residents in accessing community services (i.e. dial-a-vans, meals-on-wheels, psychiatric counseling, home care services, and certified services).
- Periodically assist with social events for elders/residents; i.e. picnics, parties, special events, etc.
- Host health seminars and health clinics on a regular basis such as blood pressure screening, blood sugar, podiatry, nutritional, etc. to increase elder/residents awareness – utilizing necessary professionals.
- Receive resident referrals regarding lease violations and services needed to assist residents to remain in their units and be lease compliant.
- Make apartment visits to elders/residents, as necessary, to evaluate physical, mental, and psychological status.
- Facilitate support groups.
- Monitor health and well-being of all elders/residents, as required. Be involved in family contacts, as necessary, for the purpose of resolving health-related problems of elders, when proper authorization has been obtained.
- Provide reports regarding day-to-day services, any lease violations, and activities provided.
- Attend all Appleton Corporation meetings and seminars as required. Flexibility required to assist with related events at multiple sites as needed.
- Perform all other duties as assigned.

- Building assignments are made at the discretion of management.

**Education and Experience Required:**

Associates' degree in Human Services, Gerontology, Social Work or 3-5 years equivalent work experience with seniors providing services in a housing environment or a social services organization.

Bilingual required for 40 hour position.

Must have a valid driver's license and reliable vehicle to attend conferences, trainings and meetings at other properties as required.

Interested parties may send resumes to Donna L. Coyle, Director of Resident Services:

[Dcoyle@oconnells.com](mailto:Dcoyle@oconnells.com) or call 413-540-2741 for more information.

**Appleton Corporation** is committed to a policy of equal employment opportunity without regard to race, color, ancestry, national origin, religion, disability, gender, gender identity, sexual orientation, age, veteran status or other protected class.