

- G. Monitor the ongoing provision of services from community agencies and keep the case manager and provider agency current with the progress of the individual. Manage the provision of supportive services where appropriate.
- H. Help the residents build informal support networks with other residents, family and friends.
- I. Set up volunteer support programs with service organizations in the community.
- J. Provide training to the development's residents in the obligations of tenancy or coordinate such training.
- K. Educate other staff of the management team on issues related to aging in place and Service Coordination, to help them to better work with and assist the residents.
- L. Develop case plans in coordination with community assessment services or with a PAC.
- M. Work and consult with tenant organizations and resident management corporations.

4.5 Ineligible Work Responsibilities

During work hours paid for by this grant, Service Coordinators may not perform the following activities:

- A. Act as a recreational or activities director;
- B. Provide supportive services directly;
- C. Assist with property management work, and
- D. Act as a Neighborhood Networks director or coordinator.

4.6 Basic Qualification Guidelines for Service Coordinators and Aides

4.6.1 Service Coordinator Qualifications

Qualifications include the following:

- A. A Bachelor of Social Work or degree in Gerontology, Psychology or Counseling is preferable; a college degree is fully acceptable. However, individuals without a degree, but with appropriate work experience, may be hired. Such situations must not be rejected out of hand.