



Care Coordinator Job Description

Position: Care Coordinator

Reports to: Executive Director, Board President/Board of Directors

Hours: Full-time (30 hours per week, benefit eligible). Majority daytime, weekday hours, but evening, weekend, and on-call hours also required based on resident and organizational needs.

Special Conditions: Participation in evening and weekend on call rotation required.

Organizational Background

Solace Home is the keystone initiative of Solace Friends, Inc., a non-profit organization working to bridge the existing gaps in end-of-life care for individuals experiencing homelessness or housing insecurity.

Solace Home is a licensed 4-bed Adult Family Home in Madison that provides housing and caregiving support for persons with a terminal illness who are experiencing homelessness, housing insecurity, or poverty.

Solace Friends/Solace Home is not a hospice provider. All Solace Home residents receive hospice care from community hospice agencies and Solace Home staff serve as the residents' caregivers, providing assistance with activities such as bathing, toileting, dressing, transfers, and mobility, as well as companionship, meal preparation, cleaning, and laundry.

Caregiving support focuses on physical comfort and emotional, social, and spiritual wholeness. Admission to Solace Home Care is not denied due to lack of insurance or other financial resources. Solace Home accepts people of all races, ethnicities, faiths, sexual and gender identities, disability status, and other cultural attributes.

Solace Home staff embody empathy and compassion to provide residents with person-centered care that nurtures their comfort and dignity. For more details about Solace Friends' mission, vision, values and goals, please visit www.solacefriends.org.

Position Summary

The Care Coordinator ensures smooth functioning of the daily operations of Solace Home and navigates how to support the complex and ever-changing physical, emotional, and spiritual needs of terminally ill Solace Home residents. The Care Coordinator is a consistent presence in the home and oversees the daily activities of caregiving staff, residents, volunteers, and visitors in Solace Home.

The Care Coordinator demonstrates attitudes and actions compatible with Solace Friends' mission, vision, and guiding values to provide compassionate end-of-life caregiving for vulnerable members of our community.

Primary Job Responsibilities

- Schedule caregivers and volunteers to ensure adequate staffing and support in place for residents of Solace Home.
- Serve as the point of contact for professional communication with hospice providers. Coordinate medical orders, medications, supplies, and participate in care conferences with hospice providers as needed to ensure seamless resident care.
- Assure daily documentation of the care plan for each guest and maintain appropriate guest records in confidence and in compliance with Solace Friends' policies.
- Work alongside full-time caregivers in Solace Home to provide extra caregiving support with residents' direct personal care and medications when resident acuity increases.
- Work with Solace Friends' Volunteer Coordinator to identify Identify volunteer opportunities in Solace Home and schedule/coordinate/oversee volunteer activities weekly.
- Assist with orientation of new Solace Friends' volunteers.
- Monitor volunteers' role performance and provide feedback on an as-needed and annual basis.
- Assist Executive Director as needed with admission screening and care plan development for new residents:
 - Receive and triage potential resident referrals (from hospitals, clinics, managed care organizations, social service agencies, homeless service agencies, etc.).
 - Perform resident eligibility screening, intake, assessment, and development of Individual Service Plan (ISP) as required per adult family home licensure.
 - Provide oversight and modifications of residents' individual service plans as needed based on residents' changing health conditions.

- o Maintain waiting list of potential residents and assist with admissions decisions based on resident's housing and medical needs.
- Complete Benefits Eligibility Process with each resident to determine residents' eligibility for community resources.
- Develop and maintain relationships with community health care and housing organizations in order to cultivate referrals to Solace Home.
- Ensure smooth functioning of the home including tracking and maintaining necessary supplies.
- Participate as a member of the Facilities Committee to help schedule maintenance, volunteer projects, and general up keep of Solace Home.
- Assist in community outreach and education efforts as determined by the Executive Director.

Position Qualifications

Preferred Demonstrated Proficiencies (through work or life experience, education, training or certification):

- Experience as a nurse, social worker, caregiver, or care manager in a health care setting (Current or active certification or license not required for this role)
- Caring for terminally ill individuals at the end of life; knowledge and understanding of death, dying and grief processes
- Experience in providing and upholding core tenets of trauma-informed care
- Experience in upholding harm reduction principles in a work setting
- Adult family home or community-based residential facility management
- Working with low-income or homeless populations
- Understanding of community systems and resources
- Employee and volunteer management, leadership, team building and supervision

Essential Knowledge and Skills:

- Excellent assessment skills and ability to approach challenges using both a person-centered and systems-thinking approach
- Experience creating and implementing care plans
- Excellent verbal and written communication skills
- Excellent organizational and administrative skills, with the ability to see the big picture as well as details, and handle multiple tasks simultaneously in a competent and professional manner
- Strong computer and technology skills within Shared Google Workspace; database management

- Alignment with principles of diversity, equity and inclusion, harm reduction, and trauma-informed care

Preferred Personal Attributes:

- High emotional intelligence and the ability to act respectfully and in a supportive manner towards others
- Able to work independently, collaboratively, *and* as a member of a team
- Creative, flexible, innovative, and curious
- Skilled problem solver
- Excellent judgment
- Healthy engagement in one's own growth processes around issues of death, dying and grief

Hiring Requirements:

- Pre-employment drug screen
- Criminal background and caregiver background checks required by the State of Wisconsin
- Physical capability to assist residents with activities of daily living, including providing total personal care when needed.
- TB test
- Complete a minimum of 15 hours of state-mandated training (provided by Solace Friends)

Salary and Benefits:

- Starting salary: \$46,800 annually, commensurate with experience
- Benefits: Eligible for competitive benefit package including health, dental, and vision insurance

Solace Friends, Inc. is an Equal Opportunity/Affirmative Action Employer

All applicants will be considered for employment without regard to the following protected statuses: race, color, ancestry or national origin, creed, religion, sex, sexual orientation, gender identity, veteran status or military service, or disability status.