



JOB DESCRIPTION

Position:	Housing Tenancy Program Manager
Job#:	HWCETPM0917
Status:	Full-time/Exempt
Supervisor(s):	Director of Health and Wellness
Salary Range:	\$60k-\$65k DOE
Location:	Two positions available: Hayward/Oakland

About Abode:

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda County; this position will provide services in southern Alameda County.

Position Information: Coordinated Entry (CE) is a standardized process for connecting people experiencing homelessness to the resources available in a community. The U.S. Department of Housing and Urban Development (HUD) requires that every community implement Coordinated Entry in order to assess and prioritize people for programs and assistance within the region, including emergency shelter, transitional housing, permanent supportive housing, rapid rehousing, and other interventions. The fundamental goals of the Alameda County Coordinated Entry System are:

- Ensure that all homeless people in the county access services in a consistent and fair manner, regardless of their geographic location, housing barriers, or other factors;
- Prioritize for assistance those households with the most acute needs; and
- Prevent as many people as possible from entering the homeless system by connecting them to Housing Problem Solving support and other emergency solutions that can resolve a housing crisis before it becomes homelessness.

Abode Services is contracting with Alameda County Healthcare Services to administer Coordinated Entry and related services in South, East, and Mid Alameda Counties. These services will include street outreach, Housing Problem Solving services, Housing Navigations services, and Housing Tenancy Care Services. Services will be offered in the community and at Housing Resource Centers (HRC).

Tenancy sustaining services include identification and intervention for behaviors that may jeopardize housing; coaching on relationships with landlords; dispute resolution assistance; advocating and linking to eviction-prevention community resources; assistance with housing recertification; updating housing support and crisis response plans; support in household management skills; and providing support and education related to the psychological and practical transition into housing, addressing the change of 'home' and familiar location, the potential for isolation, how to pay bills, manage visitors and relationships, etc. Services are offered using housing-first evidence-based practices, and should support individuals to maintain housing and ensure they have the necessary tools to integrate into their

communities, focusing on the core values of health, home, purpose, and community. In addition, Housing Care Managers will work closely with regional health care partners linked with these clients to meet their ongoing health care needs. This position will supervise 6-12 Housing Tenancy Services Coordinators.

Qualifications:

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field required.
- Bilingual in Spanish or other language (Mandarin, Cantonese, Vietnamese, Hindi) preferred.
- Lived experience with mental illness, homelessness, and/or co-occurring disorders or experiences as a family member of someone with lived experience preferred.
- Must have at least 2 years of experience providing program coordination and staff supervision.
- Must have the ability to build strong collaborative relationships with other non-profit, city, and county partners.
- Knowledge and ability to implement the following evidence-based models; Psychosocial Rehabilitation, Harm Reduction, Housing First, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants and sensitivity to and understanding of the special needs of the homeless.
- Excellent verbal and written communication skills. Strong organizational and time management skills.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogues and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Ability to work flexible hours, including some weekends and evenings.

Responsibilities:

- Provide leadership and supervision necessary to coordinate service team.
- Coordinate trainings, schedules, caseloads, vacations, 24-hour rotation of emergency cell phone, etc. as part of administration of the program
- Provide support to staff when dealing with client crisis, problem solve with managers on challenging participant situations, and provide develop on-going housing stability interventions with staff.
- Build collaborative relationships with property management and on-site resident services staff. Advocate for participants housed at various sites as needed.
- Supervise Housing Tenancy staff. Provide feedback, coaching training, and disciplinary action as needed.
- Work with Housing Tenancy staff to ensure timely and accurate data entry is occurring.
- Work with Data Specialist on reporting out to funders and stakeholders on Housing Tenancy activities.
- Monitor Housing Tenancy contacts with participants to ensure maximization of funding and program deliverables are met.
- Facilitate case conferencing and administrative meetings.
- Assist in developing materials, assessment tools, job descriptions, and other program processes/documents/tools.
- Perform other duties as assigned by Director of Health and Wellness.

Equal Opportunity Employer/Drug Free workplace