



JOB DESCRIPTION

Job Title: Front Desk Reception
Job#: HRC082117
Status: Nonexempt/Full-time
Program/Location: Housing Resource Center (Hayward)

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 Napa County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties.

Position Information:

Welcome and greet all participants and walk-ins and connect them with the proper services and/or program. This includes assisting program staff whose participants access the Housing Resource Center daily; people seeking housing, currently and previously Chronically Homeless participants, people with Serious Mental Health Disorders and/or Substance Use Disorders, and Transition Age Youth (ages 18-24), vendors, and community partners. Act as the internal liaison between Abode programs and assist with cross-referrals. Provide administrative support as needed to services teams housed in Housing Resources Center. Maintain cleanliness, order, available resources, and welcoming vibe of waiting room.

Responsibilities:

- Create a welcoming environment and provide warm, helpful customer service.
- Assist all participants that come into the Housing Resource Center with contacting their onsite service provider and navigating services.
- Deescalate participants and assist them in maintaining composure in the waiting area. Help people with psychiatric symptoms and/or low tolerance for frustration manage their behavior in the waiting area and cope with unforeseen changes.
- Maintain resources in the waiting area, have a strong understanding of these resources, and be able explain resources to anyone who may stop in for assistance.
- Assist service teams with dispensing stipend and payee checks throughout the week.
- Communicate with Abode teams regarding their appointments and drop-in participants.
- Manage referrals from internal Abode programs and connect the participants with the appropriate services.
- Communicate regularly with other internal Abode programs on the services being offered and space availability.
- Maintain cleanliness, order, available resources, and welcoming vibe of waiting room.

Qualifications:

- AA degree in social services or related field or equivalent field experience required.
- Personal life experience with recovery from addiction, homelessness, and/or mental health recovery a plus.
- Bilingual a plus.
- Must possess 1 years of field experience working with people with serious mental illness disorders and/or the homeless population.
- Ability to build rapport and engage in supportive and respectful working relationships with individuals with disabilities and/or who are experiencing homelessness. Sensitivity to and understanding of the special needs of the homeless population.
- Proven ability to work effectively as an individual and part of the team.
- Ability to collaborate with colleagues, volunteers and supervisors.

- Possess an understanding of and practice of cultural sensitivity.
- Looking for someone with a sense of humor and who is flexible, compassionate, and creative.
- Must have capacity to respond effectively in stressful situations.
- Must be able to pass Community Care Licensing background check.

Equal Opportunity Employer/Drug Free Workplace - all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.