



## **JOB DESCRIPTION**

**Position:** Housing Services Coordinator  
**Requisition:** NC102517  
**Program/Location:** Outreach/Napa County  
**Supervisor(s):** Program Manager

**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 Alameda Counties.

The Housing Services Coordinator is responsible for the provision of housing stabilization services to households participating in the Napa County programs who are experiencing or at risk for homelessness. The Housing Services Coordinator provides a variety of services to increase housing stability including counseling, referral to financial/credit counseling and legal services, and developing an individualized housing plan that includes a path to permanent housing stability subsequent to financial assistance. This position is also responsible for service coordination to ensure that participants are connected to other necessary supportive services, in order to maintain housing stability. This is a full-time, nonexempt position based in Napa County reporting to the Program Manager.

### **Responsibilities:**

- Provision of comprehensive housing services to participants, including working directly with landlords
- Working closely with other social service partners referring and providing services to participants.
- Coordination of services for program participants to ensure that participants are receiving essential services to increase health and housing outcomes.
- Assist housing staff for each referred household
- Troubleshoot housing issues and challenges.
- Ensure timely completion of annual inspections, income certifications, exit documentation, and any other necessary housing paperwork by coordinating closely with case management partners.
- Attend program meetings with internal and external partners to coordinate services and ensure quality services.
- Maintain client files, including all necessary housing documentation.
- Communicate closely and frequently with all members of the team to improve systems, solve problems, share resources, and coordinate work.
- Attend staff meetings and other agency functions as needed.
- Other duties assigned by supervisor.

### **Qualifications:**

- Professional experience in the human services, social work, psychology or related field and demonstrated experience in rental housing programs for low income, special needs individual and families.
- Minimum two years' of experience working in housing field with strong knowledge of Napa County housing market and geography.
- Ability to work with numbers, including financial spreadsheets. Excellent knowledge of computer systems preferred.
- Knowledge of federal, state and local fair housing laws.
- Excellent written and oral communication skills.
- Detail oriented with strong organizational and time management skills.
- Reliable transportation along with a valid and current CA Driver's License and insurance is required.
- Bi lingual Spanish speaking a plus.

**Abode Services is an Equal Opportunity Employer / Drug Free Workplace**

*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.*