



**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, and Santa Cruz. This position will provide services in Santa Clara County.

The **Housing Services Coordinator for Rapid Rehousing Program** is responsible for the provision of housing stabilization services to households who are homeless in Alameda County. The Service Coordinator provides a variety of services to increase housing stability, including identifying housing opportunities and leads; housing placement; counseling; referral to financial/credit counseling, legal services, and developing an individualized housing plan that includes a path to permanent housing stability subsequent to financial assistance. This is a full-time, nonexempt position reporting to the Program Coordinator.

**Responsibilities:**

- Provision of comprehensive housing services to participants, including working directly with landlords
- Coordination of services for program participants to ensure that participants are receiving essential services to increase health and housing outcomes.
- Conduct program orientation for participants and complete and submit intake paperwork.
- Troubleshoot housing issues and challenges.
- Develop housing search strategies for identifying available units and assist placement of households into units.
- Ensure timely completion of annual inspections, income certifications, exit documentation, and any other necessary housing paperwork by coordinating closely with case management partners.
- Track housing placements and other important data points, and provide support to the Housing Program Manager in the development of the HUD Annual Performance Report, annual updates, and any other program reports required for program evaluation and management.
- 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 Alameda County housing market and geography.
- Ability to work with numbers, including financial spreadsheets. Excellent knowledge of computer systems and accounting software 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 speaking a plus.

Housing Service Coordinator, AC RRH

Job Description

Page Two

***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.*

**Abode Services is an Equal Opportunity Employer/Drug-free Workplace**