



Job Description

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

Abode Services is seeking an **Outreach Coordinator** with overall supervisory responsibility for the staff working on the HOPE Project array of programs. The HOPE Project Outreach Coordinator is responsible for supervising program delivery and staff in the following programs: HOPE Project Mobile Health Clinic (a 37 foot, state-of-the-art, mobile health clinic that takes its services to the streets; HOPE street outreach, and HOPE Street Medicine. As part of Whole Person Care and Alameda County Coordinated Entry System, Abode will be the outreach provider in South, East, and Mid County. This position will work closely with the greater system to identify High Need, Chronically Homeless individuals and work to move them from pre-contemplation to action and readiness to access housing and other services. This is a full-time, nonexempt position located in Alameda County and reports to the Community Health Services Manager.

Clinical Supervision available to those working licensure.

Responsibilities:

- Provide leadership and supervision necessary to coordinate outreach team. Team consists of 4 Mental Health Outreach Social Workers, 3 Peers, and the Homeless Outreach Support Specialist.
- Develop outreach schedule, respond to community partners for outreach request, clinical oversight and direction to staff providing services.
- Act as liaison between city and county collaborative partners including Police, Fire, EMT, hospitals, other non-profits, Code Enforcement, etc.
- Assist in developing materials, assessment tools, job descriptions, and other program processes/documents/tools for the HOPE Project Program.
- Supervise the Homeless Outreach Support Specialist to ensure adherence to the maintenance schedule of the mobile clinic.
- Conduct activities related to hiring, firing, and disciplinary actions.
- Ensure overall program compliance to HIPPA guidelines.
- As needed, provide direct services to participants both on and off the mobile health clinic. Services to include but not limited to intake, assessment, brokerage, outreach and engagement, referrals, and rehabilitative services.
- Provide support to staff when dealing with participant's crisis.
- Provide training and oversight to staff's case notes, MAA billing, HMIS, and other data collection/entry.
- Process timesheets, PTO requests, mileage, and reimbursement.

- Facilitate regular case conferencing meetings. Assist in coaching staff and in ongoing skill development efforts.
- Develop professional relationships with other agencies.
- Assist in developing policy and procedures and other aspects of HOPE Project programs.
- Provide outreach to community and engagement to clients, community agencies, and receive referral both over the phone and walk-ins.
- Provide statistical data as well as narrative information as needed for board reports, funding reports, grants, etc.
- Ensure that all members of HOPE Project teams are meeting the goals as set-forth in their program's respective grants.
- Other duties as assigned.

Qualifications:

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field preferred. BA/BS in Psychology, Human Services, Social Work, Sociology or related field required.
- Must have a working knowledge of Psychiatric Disorders and Addiction Issues and a minimum 2 years of field experience working with people with co-occurring disorders and/or who are homeless.
- Must have at least 1 year of experience providing program coordination and staff supervision.
- Knowledge and ability to implement the following evidence-based models; Strength Based Care, Harm Reduction, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants that instills hope and promotes self-determination using a strengths-based approach. 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 dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Must be able and willing to drive the 37-foot mobile health clinic as a back up when requested by Supervisor. Physical requirements on this vehicle include but are not limited to: lifting up to 35 lbs, climbing up and down stairs, reaching and grabbing above head, squatting and standing.
- Ability to work flexible hours, including some weekends and evenings.
- Reliable Transportation, valid and current CA Driver's License and Insurance are required.

Abode Services is an Equal Opportunity Employer

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.