



JOB DESCRIPTION

Position: Resident Services Coordinator
Status/ Exemption: Full-time/Non-Exempt
Program/Department: Permanent Support Housing / Social Services
Location: Resatar & Scattered San Jose Sites
Supervisor: Resident Services Manager

POSITION SUMMARY:

The Service Coordinator will provide residents with onsite services to include: Case Management, Family Services and Community Building activities. Candidates with experience working with substance abuse and mental health issues are strongly encouraged to apply. The Service Coordinator will be on site with residents and must be able to prioritize while finding solutions and acting with empathy and understanding while keeping clear professional boundaries.

RESPONSIBILITIES:

- Assist with outreach/recruitment by identifying and referring applicants who meet criteria of program and are in need of housing when openings are available.
- Assist in screening all potential applicants and helping assess the potential applicant's ability to live independently.
- Conduct weekly meetings with residents to conduct initial needs assessment and develop individual self-sufficiency/service plans with periodic changes for each resident.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing linkages to appropriate community services such as crisis intervention, rehab, income support and benefits acquisition, employment assistance, primary physical and mental health, substance recovery and family involvement.
- Provide referrals for further assessment/treatment services for any areas of concern, such as developmental, learning disabilities, behavior problems, school readiness, family violence, and exposure to drug and alcohol abuse within the household.
- Provide support and coverage at other supportive housing sites as needed.
- Develop collaborative relationships with other local service providers and community agencies. Maintain a positive relationship with surrounding neighborhood.
- Participate in planning and facilitation of after-school programs for school-age children, parenting classes, and child enrichment activities.
- Participate in coordinating with schools, community non-profit agencies and other in-kind/funding resources to provide on-site tutoring, summer programs, and other resources for families.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Collaborate with property management in creating an environment that fosters a sense of ownership for residents and builds community.
- Develop a community calendar of educational, recreational and opportunities for civic engagement activities and events.
- Maintain and secure comprehensive case files and prepare and submit all programmatic reports as required.

- Input demographics, service activities, and case notes for participants through the agency's required data systems.
- Provide information, assistance and recommendations to the Program Manager/ Director regarding program evaluation and modification to better meet resident and community needs, funding requirements and the agency's Mission.

Qualifications

- Graduation from an accredited school with emphasis or major in child development, early childhood education, social work, or a closely related field preferred.
- Minimum 3 years case management experience providing services to homeless or low-income individuals and/or families.
- Excellent communication skills, both written and oral.
- Strong organizational skills, time management, and attention to detail.
- Experience using data collection software for documenting and reporting requirements.
- Proven ability to work effectively as an individual and part of the team.
- Initiative, flexibility, self-motivated, and capacity to respond effectively in stressful situations.
- Experience with community networking and resource building.
- Fluency in a second language in addition to English a plus.
- Must have own transportation, current automobile insurance, CA driver's license, and a clean driving record.
- Ability to work flexible hours, including some weekends and evenings.

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.