



## **Job Description**

**Position:** Resident Services Coordinator  
**Status/ Exemption:** Full-time/Non-Exempt  
**Program/Department:** Permanent Support Housing / Social Services  
**Location:** Opportunity Center (Palo Alto)  
**Supervisor:** Director of Social Services

### **POSITION SUMMARY:**

The Service Coordinator will provide onsite residents with services to include Case Management, Family Services, Housing Stability and Community Building activities. This position will oversee said services at Opportunity Center located in Palo Alto. The Opportunity Center, Service Coordinator will work with singles and families residing in the supportive housing property.

### **DUTIES/RESPONSIBILITIES:**

- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources including: crisis intervention, rehab, vocational and employment assistance, primary health and dental referrals, income support and benefits acquisition, substance recovery and mental health services, and consumer and family involvement.
- Conduct initial needs assessment and develop an individual self-sufficiency/service plan with each resident, with periodic changes as the needs of the residents change.
- Conduct weekly meetings with residents to identify short and long-term goals, money management, and employment/education issues.
- 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.
- 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.
- Ensure that all children are enrolled in school, assisting parents, if necessary, with this process.
- Provide crisis intervention as needed and when requested by property management and/or program participants.

- Collaborate with property management staff 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 assistance to Program Manager/ Director as assigned.

**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.