



Job Description Two Positions Available

Job Title: Resident Services Coordinator
Job #: SS05181701
Status/Classification: Full-time/Non-exempt
Dept./Program Social Services/ Plaza Hotel
Supervisor: Resident Services Manager
Location: San Jose, CA

POSITION SUMMARY:

The Service Coordinator will provide residents with services to include: Case Management, Family Services, Housing Stability and Community Building activities.

DUTIES/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 education, social work, psychology 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.
- Ability to work flexible hours, including some weekends and evenings.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential function.

Abode Services is an Equal Opportunity / Affirmative Action employer

We are committed to diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state or local laws.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. We reserve the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

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