



Abode Services, one of the largest and effective nonprofits working to end homelessness in the Bay Area, is seeking a skilled **Resident Service Coordinator** to provide residents with case management, family services, housing stability and community building activities. This full-time, nonexempt position works with residents located in various Santa Clara cities, which involves daily independent travel from site to site.

How You Make an Impact:

- Perform regular site visits and house meetings to support residents in permanent supportive housing units
- Coordinate with property management to perform outreach/recruitment by identifying and referring applicants who meet criteria of program and are in need of housing for available openings
- Assist residents in retaining housing, providing linkages to community services such as crisis intervention, rehab, income support and benefits acquisition, employment assistance, primary physical and mental health, substance recovery and family involvement
- Conduct initial assessment, develop individual self-sufficiency/service plan with each incoming resident
- Develop collaborative relationships with local service providers, community agencies, and surrounding neighborhood
- Provide on-site workshops/programs for residents in coordination with schools, community non-profit agencies
- 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 events
- Maintain case files and prepare programmatic reports
- Input demographics, service activities, and case notes for participants through the agency's data systems
- Provide information 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

How You Meet the Qualifications:

- BA degree in Sociology, Psychology, Social Work or related field preferable
- 3 years case management experience providing services to homeless or low-income individuals and/or families
- Excellent verbal/written communication skills, organizational skills, time management, and attention to detail
- Experience using data collection software for documenting and reporting requirements
- Ability to work independently, team player, 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 vehicle, valid CA driver's license, auto insurance, and clean driving record required
- Flexibility in work hours, including some weekends and evenings

How Abode Appreciates You:

- **Competitive Pay: \$19-23 per hour**
- Dynamic, mission-drive culture and supportive leadership. We support you in supporting others.
- 100% paid medical, dental, vision benefits coverage for Employees
- 19 Paid Time Off days and 9 Paid Holidays per year
- Voluntary benefits: FSA, EAP, Commuter Checks, Life Insurance, Legal, and more
- 403(b) Retirement Savings Plans with Employer Match & Contribution Programs
- Professional Development Trainings, Leadership Academy Program, and Opportunities for Growth
- Employee Recognition Program, Annual All Staff Gatherings and Holiday Parties

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