



Job Description

Title: Resident Services Coordinator – Scattered Sites Santa Clara County
Job Requisition: SSRSC101117
Program: Social Services/Permanent Supportive Housing
Supervisor: Resident Services Manager

Abode Services is a community based organization founded in 1988. Services include support services to individuals and families. 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 a skilled, **Resident Service Coordinator** to provide residents with services, including 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.

Responsibilities:

- Provide direct services across Santa Clara County by performing regular and ongoing site visits and house meetings in order to support residents in permanent supportive housing units.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing linkage and referral to appropriate local community services and resources.
- Assist residents in the areas of 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.
- Coordinate with property management to perform outreach/recruitment by identifying and referring applicants who meet criteria of program and are in need of housing when openings are available.
- Conduct initial needs assessment and develop an individual self-sufficiency/service plan with each incoming resident, with periodic changes as the needs of the resident change.
- Conduct weekly meetings with residents to conduct initial needs assessment and develop individual self-sufficiency/service plans with periodic changes for each resident.
- Develop and share a community calendar of educational, recreational and opportunities for civic engagement activities and events.
- 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.
- Participate in coordinating with schools, community non-profit agencies and other in-kind/funding resources to provide resources for families.
- Develop collaborative relationships with other local service providers and community agencies. Maintain a positive relationship with surrounding neighborhood.

- Collaborate with property management in creating an environment that fosters a sense of ownership for residents and builds community.
- 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 support and coverage at other supportive housing sites as needed.
- 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:

- Minimum 3 years of case management experience providing services to homeless or low-income individuals and/or families.
- Bachelor's degree in Sociology, Psychology, Social Work or closely related field preferred.
- Excellent communication skills, both written and oral.
- Strong organizational skills, time management, and attention to detail.
- 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.
- 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.
- Fluency in a second language in addition to English a plus, but not required.

Abode Services is an 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.