



JOB TITLE: Resident Services Manager
REQUISITION#: SSM091217
STATUS: Full-Time/ Exempt
SUPERVISOR: Director of Social Services

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. 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 Napa County, Santa Clara County, San Mateo, Santa Cruz and Napa Counties.

Abode is seeking an experienced **Resident Services Manager** will oversee services provided to all permanent supportive housing residents. The primary role of this position is the supervision of service coordinators housed in each site. In addition, this position holds the responsibility for monthly administrative reports, budget adherence and works directly with the Director of Social Services.

Responsibilities:

- Develop, with other key staff, a vision and philosophy for services offered through the Supportive Housing programs.
- Empower employees to fulfill the program's mission and philosophy in an effort to meet the needs of individuals and their families.
- Oversee all service coordinators responsible for the delivery of services to individuals and families within the Supportive Housing sites.
- Provide leadership and direction by collaborating effectively with property management entities and modeling exceptional partnerships.
- Provide training and offer staff development activities intended to enhance the high quality of services provided to Abode Services clients.
- Collaborate with other organizations in the community to provide comprehensive services to clients.
- Assist service coordinator in providing access to needed services in the community including, but not limited to, assessments/treatment services for any developmental concerns, childcare, learning disabilities, behavior problems, school readiness, victims of domestic violence, exposure to drugs and alcohol issues in the family.
- Regularly evaluate the services delivered on site including Supportive Housing and Children's services.
- Ensure that all services and activities are properly documented in case files, on time sheets, and through our electronic data base systems.
- Other duties as requested by Director of Social Services.

Qualifications:

- Master's degree with an emphasis in social work, sociology or a closely related field highly preferred.
- Bachelors in social work, sociology or closely related field required.
- Minimum of two years of direct experience in the provision and supervision of social services incorporating any or all of the following: homeless, formerly homeless, individuals and or families in need of mental health and medical advocacy, formally incarcerated and or developmentally delayed.
- A minimum of two years of supervision experience in a social services setting.
- Strong assessment and engagement skills with individuals and families.
- Ability to develop and implement individual and family based programs.
- Ability to maintain accurate and confidential service information and prepare internal and external reports as required.
- Excellent communication, organizational and time management skills.
- Ability to work both autonomously and collaboratively with a team.
- Bilingual a plus.

Equal Opportunity Employer/Drug Free Workplace- all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

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.