



JOB DESCRIPTION

Position: Service Coordinator
Job #: HW06051701
Program: AC Impact
Status: Full-time, Non-exempt
Supervisor(s): Program Coordinator

Job Purpose Summary: AC Impact is a program that provides permanent supportive housing and services to chronically homeless adults in Livermore, Hayward, Fremont, and Oakland. Participants in the program have been identified by law enforcement, emergency services, and local jurisdictions as individuals who are most visible and costly to the community through their high level interaction with law enforcement and emergency services. Referrals will come primarily from law enforcements agencies. This position will provide outreach and engage identified program participants, enroll them in the program, and provide support to the Housing Services Coordinator, who will help to locate housing in the community. Once housed, this position will provide clinical case management services addressing an array of barriers that participants may have which may hinder their ability to remain housed. The primary goal of this program is to help clients increase stability in health, housing, finances, social supports, and other daily living areas, and decrease use of emergency services (including contact with law enforcement).

- *This position fulfills requirements for students who are receiving the Prop. 63 stipend.*
- *Clinical supervision available for those working towards licensure.*

Responsibilities:

- Provide outreach and engagement to homeless adults to locate referred individuals, in the spirit of “doing whatever it takes.” Locations include but limited to encampments, parks, shelters, treatment facilities, jail, court, etc.
- Identify, refer and enroll candidates who meet criteria of program and are in need of housing when openings are available in the program.
- Conduct initial needs assessment and develop an individual self-sufficiency/service plan with each incoming participant, with periodic changes as the needs of the participants change.
- Perform mental status exams, mental health assessment, and diagnostic evaluations, as well as safety assessments that include suicide, homicide, and gravely disabled assessments with participants on an on-going basis.
- Maintain a case load of 15-25 participants. Provide comprehensive clinical case management services to individuals. Collaboratively work with participants to develop their treatment plans and work on their recovery goal that are focused on increasing stability in health, housing, finances, social supports, and other daily living areas, and decreasing use of emergency services. Provide referrals to appropriate community agencies.
- Assist participants in retaining housing and maximize their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Develop collaborative relationships with other local service providers and community agencies. Maintain a positive relationship with surrounding neighborhood.
- Assist participants with navigating the criminal justice system.
- Develop and maintain a strong working relationship with emergency medical services providers, mental health providers, detoxifications providers, and emergency housing providers.
- Responsible for gathering and compiling client/service/outreach data and preparing timely periodic reports, as required by funders and collaborative partners.

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- Attend weekly case conferencing meetings and ongoing agency and outside trainings.
- Perform all other duties as assigned by Program Coordinator, Program Manager and Director of Health and Wellness.

Qualifications:

- BSW/BA Psychology required. Masters in Social Work or Psychology from an accredited university preferred.
- Must possess 1 year of field experience working with people with serious mental illness, individuals with a dual diagnosis and/or the homeless population.
- Experience with street outreach a plus.
- Must have a working knowledge of Psychiatric Disorders as well as knowledge and ability to implement the following evidence-based models: Harm Reduction, Psychosocial Rehabilitation, Strength-based Case Management and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with individuals diagnosed with a mental illness that instills hope and promotes self-determination. Sensitivity to and understanding of the special needs of the homeless.
- Proven ability to work independently and as an effective and collaborative member of a team.
- Excellent verbal skills. Strong organizational and time management skills.
- Strong writing skills are a MUST.
- Possess an understanding of and practice cultural sensitivity through open dialogue and self-exploration with diverse groups, while providing direct services.
- Ability to effectively intervene in crisis situations, with de-escalation techniques.
- Reliable transportation and proof of a valid and current California Driver's License and current insurance along with a clean DMV record required.
- Ability to work flexible hours, including some weekends and evenings.

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.

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