



Job Description

Position: Wellness Specialist
Job#: HW07181701
Program: Housing First – Project Welcome Home
Status: Non-Exempt/Full Time
Location: Santa Clara County
Supervisor: Program Manager

PROGRAM SUMMARY: Santa Clara County’s Project Welcome Home (PWH) Chronic Homelessness Project is an innovative program (first of its kind in California) intended to re-house and provide services for vulnerable individuals in the County who are chronically homeless. The PWH initiative is a data-driven public-private partnership, for which Abode Services will be the lead service provider on the project. PWH changes the focus from counting services to measuring results.

POSITION SUMMARY

This position will provide outreach, case management, or rehabilitative services on an Assertive Community Treatment team. This team will outreach, engage, house, and provide wrap around clinical services to 150 participants. These participants will be identified through county data and other assessment processes as being the most frequent users of emergency services, criminal justice, and other homeless/county services in Santa Clara County. Program participants will have Serious Mental Health Disorders, Substance Use Disorders, and/or Chronic Health Conditions.

RESPONSIBILITIES:

- Provide outreach and engagement to homeless adults to locate persons identified for this program, in the spirit of “doing whatever it takes.” Locations include but limited to encampments, parks, shelters, treatment facilities, jail, court, etc.
- Help to re-engage participants who are enrolled in the program who have lost contact with the team.
- Assist in interviewing and completing initial intakes with clients, gathering and assembling related information, and maintaining appropriate records and files. Maintain thorough and concise case notes.
- Assist in linking participants with community treatment services for mental health, substance recovery, physical health care, financial assistance, educational and employment services, housing, advocacy, socialization activities, and other services.
- Assist participants with establishing goals and strategies for increasing self-sufficiency. Assist participants with accessing public benefits (i.e. General Assistance, Food Stamps, and SSI).

- Support participants as they navigate the criminal justice and court systems. Advocate for participants by interacting with judges, court mental health staff, public defenders, etc.
- Help participants develop WRAP plans.
- Provide support, role modeling, and coaching to participants in the program.
- Attend clinical, administrative, and case conferencing meetings as dictated by the program supervisor.
- Enter all data on time and correctly to support program evaluation and outcomes tracking
- Ensure proper and timely documentation of services including written case notes using the BIRP formats and billing services to Medi-cal.
- Assist the Program Manager, Clinical Supervisor, and other staff as needed.

Qualifications:

- **Personal life experiences with recovery from addiction, homelessness, and/or mental health recovery REQUIRED.**
- AA degree in social services or related field required. BA/BS in social work, psychology, etc preferred.
- Must possess 2 years of field experience working with people with serious mental illness, individuals with co-occurring disorders and complex health issues and/or the chronically homeless population.
- Ability to build rapport and engage the most difficult to serve participants.
- Ability to build supportive and respectful working relationships with individuals with disabilities and/or are experiencing homelessness that instills hope and promotes self-determination using a strengths-based approach. 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.
- Possess an understanding of and practice cultural sensitivity.
- Ability to work flexible hours, including early morning, some weekends and evenings
- Must be competent in Microsoft Word as well as utilizing the internet and e-mail. Working knowledge of Excel and Publisher a plus.
- Sense of humor, flexibility, compassion, and creativity.
- Ability to travel by foot to provide outreach to encampments, parks, and other remote areas.
- Reliable transportation, proof of a valid and current California Driver's License, current insurance along with a clean DMV record required.

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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.