



JOB DESCRIPTION

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| Position: | Coordinate Entry Assessor |
| Job#: | HWCEA0917 |
| Status: | Full-time/Non-exempt |
| Supervisor(s): | Director of Health and Wellness |
| Salary Range: | \$21.50 - \$24/hour DOE |
| Location: | Two positions available: 1 in Fremont, 1 in Livermore |

Clinical Supervision towards licensure available.

About Abode:

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 Alameda County; this position will provide services in southern Alameda County.

Position Information: Coordinated Entry (CE) is a standardized process for connecting people experiencing homelessness to the resources available in a community. The U.S. Department of Housing and Urban Development (HUD) requires that every community implement Coordinated Entry in order to assess and prioritize people for programs and assistance within the region, including emergency shelter, transitional housing, permanent supportive housing, rapid rehousing, and other interventions. The fundamental goals of the Alameda County Coordinated Entry System are:

- Ensure that all homeless people in the county access services in a consistent and fair manner, regardless of their geographic location, housing barriers, or other factors;
- Prioritize for assistance those households with the most acute needs; and
- Prevent as many people as possible from entering the homeless system by connecting them to Housing Problem Solving support and other emergency solutions that can resolve a housing crisis before it becomes homelessness.

Abode Services is contracting with Alameda County Healthcare Services to administer Coordinated Entry and related services in South, East, and Mid Alameda Counties. These services will include street outreach, Housing Problem Solving services, Housing Navigations services, and Housing Tenancy Care Services. Services will be offered in the community and at Housing Resource Centers (HRC).

The Assessor position will offer field- and phone-based screening, assessment, prioritization, and referral to a broad range of housing-related and other mainstream services, including (but not limited to): primary and behavioral health care, income and benefits support, SNAP and food pantries, children's/family services, legal assistance, housing counseling and workshops, and more.

Qualifications:

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field preferred. BA/BSW required.
- Bilingual in Spanish or other language (Mandarin, Cantonese, Vietnamese, Hindi) preferred.
- Lived experience with mental illness, homelessness, and/or co-occurring disorders or experiences as a family member of someone with lived experience preferred.
- Must possess 1 year of field experience working with people experiencing homelessness.
- Must have working knowledge of resources in Alameda County and experience with linking people experiencing homelessness to services.

- Experience with street outreach a plus.
- Knowledge and ability to implement the following evidence-based models: Harm Reduction, Housing First, 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.
- Excellent verbal and written communication skills. Strong organizational and time management skills.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Ability to work flexible hours, including some weekends and evenings.

Responsibilities:

- At the heart of Coordinated Entry is a standardized process and shared set of tools for Screening, Assessment and Prioritization. The Assessor will provide the following services both at the HRCs and in the field:
 - An immediate Health and Safety Screening identifies any crisis health or safety needs and, if there is a health or safety emergency, ensures an immediate connection to the appropriate emergency response (e.g. police, hospital, DV services, etc.)
 - A brief Housing Crisis Screening confirms that the household lives in Alameda County, and whether they are literally homeless.
 - A Housing Problem Solving (HPS) conversation seeks to help all households (literally homeless or not) to identify and facilitate access to any alternatives to entering shelter or seeking homeless services.
 - A full Assessment of homeless households, which allows Assessors to make an initial determination of a household's level of need.
 - Prioritization, an automated process that generates a list of homeless households seeking assistance, ranked in order of priority for housing assistance.
 - The Matching process, through which any available housing resources are offered to eligible households in order of highest priority.
- Accept HRC appointments from 211; coordinated with outreach team as needed to ensure HRC "front door" is easy for people to access.
- Work with shelters to determine bed availability daily and identify and locate people from prioritization list to fill those beds.
- Utilize motivational interviewing techniques to explore participant's motivation.
- Provide direct crisis counseling and problem identification.
- Compile data and provide reports to funders and stakeholders as needed.
- Allocate various housing support funding through HRC.
- Gather and assemble related information, and maintain appropriate records and files.
- Track services, data, and intake in real-time. Responsible for gathering and compiling participant/service/outreach data and preparing timely periodic reports, as required by funders and collaborative partners. Maintain thorough and concise case notes.
- Attend and participate in weekly case management meetings.
- Perform other duties as assigned by Sr Program Manager Coordinated Entry.

Equal Opportunity Employer/Drug Free workplace