



## Job Description

**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 unhoused 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** at Lorenzo Creek to provide residents with Case Management, Family Services, Housing Stability, and Community Building activities; as well as oversee onsite children's services. This is a full-time, nonexempt position located in Castro Valley and reports to the Resident Services Manager.

### Responsibilities:

- Assist in screening all potential applicants and helping assess the potential applicant's ability to live independently.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources including: 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.
- 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 identify short and long-term goals, money management, and employment/education issues.
- Provide support and coverage at other supportive housing sites as needed.
- Participate in planning and facilitation of after-school programs for school-age children, parenting classes, and child enrichment activities.
- Administer screenings for Children birth to 5 using the ASQ/SE.
- 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.
- Facilitate parenting classes, child enrichment activities, and health education workshops.
- Participate in coordinating with schools, community non-profit agencies and other in-kind/funding resources to provide on-site tutoring, summer programs, and other resources for families.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Collaborate with property management staff in creating an environment that fosters a sense of ownership for residents and builds community.
- Develop a community calendar of educational, recreational and opportunities for civic engagement activities and events.
- 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 information 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.
- Develop collaborative relationships with other local service providers and community agencies. Maintain a positive relationship with surrounding neighborhood.

**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.
- Experience using data collection software for documenting and reporting requirements.
- 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.
- Fluency in a second language in addition to English a plus.
- 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.

**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.*