



Job Announcement

Abode Services, one of the largest and effective nonprofits working to end homelessness in the Bay Area, is seeking a skilled Resident Services Coordinator will provide residents with services to include: Case Management, Housing Stability, Goal Planning, Resource Referrals and Community Building/Independent Living activities.

Plaza Hotel Permanent Supportive Housing: Provides services to the San Jose Site in Santa Clara County - mostly shared housing. Units for people who are chronically homeless or low income.

How You Make an Impact:

- Assist with outreach/recruitment by identifying and referring applicants who meet criteria of program and are in need of housing when openings are available.
- Assist in screening all potential applicants and helping assess the potential applicant's ability to live independently.
- Conduct weekly meetings with residents to conduct initial needs assessment and develop individual self-sufficiency/service plans with periodic changes for each resident.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing linkages to appropriate community services such as crisis intervention, rehab, income support and benefits acquisition, employment assistance, primary physical and mental health, substance recovery and family involvement.
- 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 with in the household.
- Provide support and coverage at other supportive housing sites as needed.
- Develop collaborative relationships with other local service providers and community agencies. Maintain a positive relationship with surrounding neighborhood.
- Provide crisis intervention as needed and when requested by property management and/or program participants. , attend staff meetings and other agency functions as needed.

How You Meet the Qualifications:

- BA/BS Degree from an accredited school with emphasis or major in education, social work, psychology or a closely related field preferred.
- Minimum 3 years case management experience providing services to homeless or low-income individuals and/or families.
- 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.

How Abode Appreciates/Values You:

- **Competitive Pay-\$21.00-24.00 per hour DOE**
- Dynamic, mission-drive culture and supportive leadership. We support you in supporting others.
- Full Benefits Package: 100% medical, dental, vision benefits coverage for employees

- 19 Paid Time Off days and 9 Paid Holidays per year
- Voluntary benefits: FSA, EAP, Commuter Checks, Life Insurance, Legal, and more
- 403(b) Retirement Savings Plans with Employer Match & Contribution Programs
- Supportive Supervision, Leadership Academy Programs, Professional Development Trainings

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.

Abode Services is an Equal Opportunity Employer/Drug Free Workplace