



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 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, Santa Clara, San Mateo, Santa Cruz, and Napa Counties.

We are seeking a full-time **Service Coordinator** to provide direct comprehensive services to Sunrise Village participants, to establish goals and strategies that lead to housing and increased self-sufficiency. This is a nonexempt position located in Fremont and reports to the Shelter Services Manager.

Responsibilities:

- Provide direct counseling on housing search, goal setting, personal financial management and budgeting. Connect with resources and aid participants with housing.
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- Maintain impeccable participant files. This includes case management notes that align with Abode standards, HMIS and intake paperwork, all required paperwork for funders, and other reports as required by Shelter Services Manager.
- Provide excellent customer service that aligns with best practices including, but not limited to, harm reduction, trauma informed care, and strengths based case management.
- Attend all required staff and service coordination meetings.
- Attend mandatory staff trainings.
- Provide information and recommendations to the Shelter Services Manager regarding program evaluation and modification to better meet participant's needs, community needs, funding requirements and agency mission.
- Assist Sunrise Village participants to enroll children in school or child care, access employment, job training, psychological counseling, recovery counseling, health services etc. Act as a liaison, case coordinator and or participant advocate with the various agencies providing the targeted service.
- Provide information and recommendations to the Shelter Services Manager regarding program evaluation and modification to better meet resident's needs, community needs, funding requirements and agency Mission.
- Other duties as assigned by the Shelter Services Manager; Ability to be flexible in job duties as needed (i.e. Driving shelter van to transport participants to various sites may be required at times).

Qualifications:

- A minimum of 2 years of professional experience in the human services, social work, or related field and demonstrated experience working collaboratively with low income families. Experience with medical respite desired but not required.
- Bachelors Degree in Social Work or related field required.
- Bi-lingual is preferred (Spanish).
- Ability to maintain accurate participant files and impeccable documentation.
- Excellent written and oral communication skills.
- Strong organizational, detail orientated, and time management skills.

Service Coordinator

Job Description

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- Proven ability to work independently and effectively as an individual and part of the team.
- Excellent knowledge of computer systems.
- Reliable transportation - required proof of current and valid CA insurance and a clean DMV record.
- Willingness to be flexible with work schedule. Some evenings and weekends required.

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