



## **JOB DESCRIPTION**

**Position:** Housing Services Coordinator  
**Status/Exemption:** Full-time / Non-Exempt  
**Program:** Housing Programs, Alameda County  
**Supervisor:** Housing Programs Manager  
**Location:** Oakland & Alameda County Sites

### **Position Summary:**

The Housing Services Coordinator is responsible for the provision of housing stabilization services to households who are homeless. The Housing Services Coordinator provides a variety of services to increase housing stability including case management; referrals to financial/credit counseling and legal services; and developing an individualized housing plan that includes a path to permanent housing stability subsequent to financial assistance. This position is also responsible for service coordination to ensure that participants maintain housing stability, meet established goals and are connected to other necessary supportive services as needed.

### **Responsibilities Include:**

- Provide ongoing service coordination/case management and support services, conduct monthly home visits and weekly on-going one on one sessions as needed, to program participants who are exiting the adult correctional system and that may have significant mental health and/or substance abuse challenges.
- Conduct initial needs assessment and develop individual self-sufficiency/service plan with each incoming participant, with periodic changes as the needs of the participants change and goals are met. Service plans/goals will include a focus on gaining income and employment while identifying barriers and offering resources/referrals.
- Provide excellent customer service that aligns with best practices including, but not limited to, harm reduction, trauma informed care, and strengths based case management.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing, coordinating and referring to appropriate community services and resources.
- Provide crisis intervention as needed and when requested by property management and/or program participants, program manager or collaborative partners.
- Maintain and secure comprehensive participant files and prepare and submit all programmatic reports as required. This includes case management notes that align with Abode standards and HMIS and intake documentation and participation in quarterly file audits.
- Attend program meetings with internal and external partners to coordinate services.
- Participate as a member of the service team by attending case conferencing meetings, assist service staff in evaluation of participants housing readiness, reducing housing barriers and status of unit availability.
- Develop collaborative relationships with other local service providers and community agencies.
- Attendance at monthly and/or weekly collaborative and staff meetings
- Other duties as assigned.

### **Qualifications:**

- Bachelors Degree with emphasis or major in human services, social work, or a closely related field required.
- Minimum 3 years case management experience providing services to low-income individuals/families who have experienced homelessness, have mental health disabilities and/or have been incarcerated.
- 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 and collaboratively 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.
- Must have own transportation, current automobile insurance, valid CA driver's license, and a clean driving record.
- Knowledge of mental health and substance use issues/recovery and how they impact client behavior and needs.
- Knowledge of target population resources.

**Equal Opportunity Employer** - all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

**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.