



JOB DESCRIPTION

Position:	Housing Tenancy Service Coordinator
Job#:	HWCESC0917
Status:	Full-time/Non-exempt
Supervisor(s):	Director of Health and Wellness
Salary Range:	\$22-\$25/hour DOE
Location:	Several positions available in Tri-Valley, Tri-City, Mid-County, and North County

Clinical Supervision available to those working towards licensure.

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).

Tenancy sustaining services include identification and intervention for behaviors that may jeopardize housing; coaching on relationships with landlords; dispute resolution assistance; advocating and linking to eviction-prevention community resources; assistance with housing recertification; updating housing support and crisis response plans; support in household management skills; and providing support and education related to the psychological and practical transition into housing, addressing the change of 'home' and familiar location, the potential for isolation, how to pay bills, manage visitors and relationships, etc. Services are offered using housing-first evidence-based practices, and should support individuals to maintain housing and ensure they have the necessary tools to integrate into their communities, focusing on the core values of health, home, purpose, and community. In addition, Housing Care Managers will work closely with regional health care partners linked with these clients to meet their ongoing health care needs.

Qualifications:

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field preferred. BA/BSW or CAADE/CAADAC certification plus 2 years' experiences providing services to Chronically Homeless individuals 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 have the ability to build strong collaborative relationships with other non-profit, city, and county partners.
- Knowledge and ability to implement the following evidence-based models; Psychosocial Rehabilitation, Harm Reduction, Housing First, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants and 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.
- Must be able to handle a rigorous case load while meeting deadlines for billing, progress notes, and treatment plans.
- Ability to effectively intervene in crisis situations, with de-escalation techniques, especially while on-call with the crisis emergency phone.
- Reliable transportation and proof of a valid and current California Driver's License and current insurance along with a clean DMV record required.
- Ability to work flexible hours, including some weekends and evenings.

Responsibilities:

- Provide clinical case management services to individuals residing in permanent supportive housing, including individual rehabilitative services, brokerage, collateral, and therapy to participants in the following settings: home, community, and office.
- Utilizing a Critical Intervention Model focus on linking participants support services and people in the community.
- Assist participants with establishing goals and strategies for increasing self-sufficiency and housing stability. Collaboratively work with participants to develop and work on their recovery goals.
- Perform mental status exams, as well as safety assessments that include suicide, homicide, and gravely disabled assessments with participants on an on-going basis.
- Provide direct crisis counseling and problem identification.
- Utilize motivational interviewing techniques to explore participants' substance dependency, encourage reduction and/or provide support to clients moving towards abstinence.
- Provide linkage referrals to appropriate community agencies.
- Identify and collaborate with support people and family members in participant's life.
- Act as a liaison and advocate for participant as issues arise in housing.
- Attend clinical, administrative, and case conferencing meetings as dictated by the program supervisor.
- Perform other duties as assigned by Housing Tenancy Program Manager.

Equal Employment Opportunity/Drug Free Workplace