



JOB DESCRIPTION

Position:	Coordinated Entry Senior Program Manager
Job#:	HWCESPM0917
Status:	Full-time/Exempt
Supervisor(s):	Director of Health and Wellness
Salary Range:	\$65k-\$73k DOE
Location:	Fremont with travel throughout Alameda County

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).

The Senior Program Manager position will oversee the HRCs and supervise the assessors working at these locations in addition to providing leadership to the overall CE team. Additionally, the Senior Program Manager will represent Abode Services county wide at on-going CE meetings and will collaborate and problem solve with collaborative partners.

Qualifications:

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field 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 at least 2 years of experience providing program coordination and staff supervision.
- Must have the ability to build strong collaborative relationships with other non-profit, city, and county partners.
- Experience with program development, monitoring, and evaluation required.
- 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.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Ability to work flexible hours, including some weekends and evenings.

Responsibilities:

- Provide leadership and supervision to Coordinated Entry and Housing Resources Centers in South, East and Mid-County.
- Participate in county wide meetings, provide feedback on successes and necessary system re-designs.
- Engage in on-going tracking and evaluation of program goals and effectiveness.
- Provide support to staff when dealing with client crisis. Problem solve with managers on challenging participant situations.
- Supervise managers and assessors within CE. Provide feedback, coaching training, and disciplinary action as needed.
- Oversee and approve the allocation of various housing support funding.
- Work with CE staff to ensure in real time and accurate data entry is occurring.
- Work with Data Specialist on reporting out to funders and stakeholders on CE activities.
- Monitor Housing Navigators and Housing Tenancy Service Coordinators contacts with participants to ensure maximization of funding and program deliverables are met.
- Facilitate case conferencing and administrative meetings.
- Develop materials, assessment tools, job descriptions, and other program processes/documents/tools.
- Develop policy and procedures, services delivery, and other aspects of program.
- Perform other duties as assigned by Director of Health and Wellness.

Equal Opportunity Employer/Drug-free Workplace