



Abode Services, one of the largest and effective nonprofits working to end homelessness in the Bay Area, is seeking a skilled **Resident Services Coordinator** for **Vermont Street and Scattered Sites** to provide Case Management, Independent Living Skills, Family Services, Housing Stability and Community Engagement. This is a full-time, nonexempt position based in San Jose with travel throughout Santa Clara County.

How Abode Appreciates You:

- **Competitive Pay Range at \$21-\$23 per hour**
- Dynamic, mission-drive culture and supportive leadership. We support you in supporting others.
- 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
- Professional Development Trainings, Leadership Academy Programs, and Opportunities for Growth
- Employee Recognition Program, Annual staff gatherings, and holiday parties

How You Make an Impact:

- Provide direct service work across Santa Clara County by performing regular and ongoing site visits and house meetings in order to support residents in retaining their housing. This position requires 60% travel (driving)
- Coordinate with property management to perform outreach/recruitment by identifying and referring applicants who meet criteria of program and are in need of housing when openings are available.
- Engage residents through goal planning and encouraging their independence and self-sufficiency. Provide 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.
- Conduct weekly meetings with residents to conduct initial needs assessment and develop individual self-sufficiency/service plans with periodic changes for each resident.
- 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 within 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.
- Participate in coordinating with schools, community non-profit agencies and other in-kind/funding resources to provide resources for families.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Collaborate with property management in creating an environment that fosters a sense of ownership for residents and builds community.
- Share community agency event calendars of educational, recreational and opportunities for civic engagement near the participants housing locations.
- Maintain and secure comprehensive case files and prepare and submit all programmatic reports as required.
- Input demographics, service activities, and case notes for participants through the agency's required data systems.
- Provide information, assistance and recommendations to the Program Manager/ Director regarding program evaluation and modification to better meet resident and community needs, funding requirements and the agency's Mission.

How You Meet the Qualifications:

- Minimum 3 years case management experience providing services to homeless or low-income individuals and/or families; previous work with Veteran population preferred.

- Graduation from an accredited school with emphasis or major in social work, psychology, or a closely related field preferred.
- Excellent communication skills, 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.
- Must have own transportation, current automobile insurance, CA driver's license, and a clean driving record.
- Fluency in a second language in addition to English a plus, but not 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