



Job Title: Service Coordinator
Status/Classification: Full-time/Non-exempt
Supervisor: Supportive Housing Director

AGENCY BACKGROUND

Abode Services (formerly Tri-City Homeless Coalition) 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. Abode Services has received a four-star rating from Charity Navigator for the fifth year in a row and is now the number one ranked human services agency for cost effectiveness in the State of California.

JOB DESCRIPTION

Summary:

The Service Coordinator will provide residents with services to include: Case Management, Family Services and Community Building activities.

Duties and Responsibilities:

- Conduct initial needs assessment and develop an individual self-sufficiency/service plan with each incoming resident household, with periodic changes as the needs of the individual/family change.
- Provide supportive services through weekly case management: rehabilitation, vocational, and employment assistance, general health and dental services, income support and benefits, substance abuse treatment, mental health services, money management, education assistance, etc.
- Maintain and secure comprehensive case files and prepare and submit all programmatic reports as required, including documentation requirements for the Targeted Case Management Program (TCM) and Homeless Management Information Systems (HMIS) Program.
- Facilitate parenting classes, child enrichment activities, and health education workshops.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Collaborate with property management staff in creating an environment that fosters a sense of ownership for residents and builds community.
- Develop collaborative relationships with other local service providers as well as other community agencies and maintain a positive relationship with surrounding neighborhood.
- Other duties as assigned.

Qualifications:

- Graduation from an accredited university or college in a related field, preferably MSW Degree.
- Minimum 2 years case management experience providing services to homeless or low-income individuals or families.
- Excellent communication skills both written and oral.
- Strong organizational skills, time management and attention to detail.
- Experience maintaining and securing individual case files and collecting program data.
- Ability to prepare internal/external reports as required.
- 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 reliable transportation, a valid and current Driver's License, proof of current auto insurance, and an acceptable DMV report.
- Willingness to be flexible with work schedule.

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.