



JOB DESCRIPTION

Job Title: Service Coordinator

Classification: Non-Exempt

POSITION SUMMARY: The Service Coordinator is responsible for the provision of housing services to individuals who are homeless. The Services Coordinator provides a variety of services to increase housing stability including counseling, referral to financial/credit counseling, referral to 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 are connected to other necessary supportive services.

RESPONSIBILITIES / DUTIES:

- Provision of comprehensive housing services to participants, which may include working directly with landlords.
- Working closely with other social service partners referring and providing services to participants.
- Coordination of services for program participants to ensure that participants are receiving essential services to increase health and housing outcomes.
- Assist residents in retaining housing and maximizing their independence and self-sufficiency by providing 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.
- Provide referrals for further assessment/treatment services for any areas of concern, such as developmental, learning disabilities, behavioral/healthcare needs, school readiness and exposure to drug, alcohol abuse and family violence within the household.
- Create and maintain an Individual service plan and needs assessment for each household.
- Meet with the household in person, either in the community or within the home as frequently as needed.
- Attend program meetings with internal and external partners to coordinate services and ensure quality services.
- Maintain client files, including all necessary documentation.
- Communicate closely and frequently with all members of the team to improve systems, solve problems, share resources, and coordinate work.
- Must be able to document services in a timely manner, using BIRP format.
- Attend staff meetings and other agency functions as needed.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Psychology, Human Services, Social Work, Sociology, or related field or equivalent experience.
- 2 years case management experience providing services to homeless or low-income individuals and/or families.
- Driving and transportation of participants when required.
- Use of personal vehicle and proof of valid California Driver's License and current auto insurance, along with a clean DMV record, is required.
- Flexible schedule to work evening and weekend hours as needed.

COMPETENCIES:

- Excellent verbal & written communication, organizational, and time management skills.
- Strong analytical and problem-solving skills with meticulous attention to detail.
- Ability to work well independently and collaboratively with teams.
- Professional experience in the human services or related field and demonstrated experience with low-income individuals and families.
- Basic knowledge and understanding of applicable federal, state, and local laws.
- Ability to de-escalate crisis situations with program participants.
- Proficiency in Microsoft Office programs, systems, and platforms.
- Ability to learn and use required mobile devices and business-related applications.
- Outstanding communication skills and high degree of emotional intelligence, cultural humility, with a proven track record to build and maintain effective relationships with a wide variety of internal and external contacts.

PHYSICAL REQUIREMENTS:

- Communicating with others to exchange information; seeing to read a variety of materials.
- Manual dexterity for use of keyboard, tools, controls; repetitive motion that may include the wrists, hands, and/or fingers.
- Remaining in a stationary position, often standing, or sitting for prolonged periods, while at a desk or working on a computer.
- Ability to drive and sit in a car for prolonged periods of time and travel to various destinations throughout the service area.
- Ability to move between floors, ascending and descending stairs.
- Light work that may include moving or lifting objects up to 25 pounds.
- Ability to squat, bend at the waist, crouch, reach overhead and horizontally, and kneel.

WORK CONDITIONS / ENVIRONMENT:

- Position Classification: This position is classified as *on-site*. This means you are expected to perform your work at an Abode-approved office or worksite.
- Remote Work Option: Voluntary telecommuting may be permitted at management's discretion. Such arrangements may be approved on a case-by-case basis and can be revoked at any time. If telework is approved, you will *not* receive a remote work stipend.
- Must be able to work in a shared office environment with moderate to high noise level with frequent contact and interruption.
- Multi-level buildings with stairs and/or ramps.
- Frequent travel by car throughout the county region and surrounding areas.
- Work in program service environments, which may include entering housing units or participants' residences, program offices, non-agency offices and meeting areas.

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 any time with or without notice.

Abode Services is an Equal Opportunity Employer/Drug Free Workplace