

## Job Announcement

**Title:** Hybrid Resource Counselor/ Housing Focused Case Manager – Adult Shelter (MSC)

**Regular Full Time:** 40 hours/week Thursday – Friday 7:00AM to 3:30PM

Saturday – Sunday 12:00noon to 8:30PM

Monday 7:00AM to 3:30PM

**Days off:** *Tuesdays and Wednesdays*

**Hourly wage:** \$20.00 Reports to: Program Director

### Non-Exempt

**Unit:** Residential – Shelter and Housing Programs **Start Date:**

### For Job Announcement:

Homeward Bound is Marin County's primary provider of housing and shelter for single individuals and families experiencing homelessness, offering short- and long-term supportive housing, job-training and placement, and services. Our mission is "Opening Doors to Safety, Dignity, Hope, and Independence." We are looking for the right person to join our Housing Focused Shelter team.

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### Principal Responsibilities:

#### SHELTER OPERATIONS

- Prepare rooms for clients
- Chore management: monitor clients to complete assigned chores (on occasion – complete chores on behalf of clients)
- Facilitates sleeping arrangements and storage of personal items
- Responsible for room / dorm turnovers
- Coordinating with other agencies (Meals Oversight)
- Maintain order and assist in keeping all areas clean and free of spills, trash and safety hazards
- Collect client contributions
- Manage supply inventory for shelter and office
- Provide bus tickets to clients and track for reporting purposes
- Communicate concerns and observations to Housing Case Managers regarding clients
- Assures the safety of property through frequent tours of the facilities inspecting for any hazards or repair needs.
- Reports any hazards to the Program Director for immediate attention
- Facilitates the repair process in collaboration with Program Director
- Print daily client roster, complete daily log, capacity reports, case management updates, and other reports in a timely manner
- Provide "awake" shift coverage and maintain grounds security at all times
- Provide emergency assistance to guests and co-workers as necessary
- Maintain a working knowledge of fire, safety, and health standards to assure a safe work environment for clients and all personnel.

## **CLIENT SERVICES**

- Advocates for the mission of the organization and upholds the agency's values
  - Review policy and guidelines with clients at time of entrance
  - Service navigation – drop in services referrals
  - Ensure clients are complying with program guidelines and procedures
  - Research, print, and post new housing / employment opportunities in the
  - Prepare program transfers, daily rosters and generate reports on key data points as needed
  - Provide life skills training to clients as needed
  - Provides overall support to program
  - Assess client needs and offer assistance as needed
  - Monitor client behavior and assist with conflict management / mediation
  - Organize client files / Prepare client files for transfer
  - Complete all agency logs / incident reports in a timely manner
  - Submit incident reports to Program Director and Director of Supportive Services
  - Perform other duties as assigned by Program Director
  - Participate in weekly/monthly trainings and staff meetings
  - Housing focused case management services in both one on one and group settings.
  - Address all issues that may be barriers to obtaining housing: chronic homelessness, brain illness, physical health concerns; substance use disorders; under-employment; lack of income and other barriers.
  - Problem-solve urgent situations as they arise which may include interacting with EMT and Fire, police, psychiatric services, and other community agencies and staff.
  - Prevent and/or resolve conflicts skillfully using a strengths-based approach.
  - Provide supportive counseling, guidance, & referrals to community resources.
  - Engage regularly and consistently with individuals insuring program participation and progress.
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## **Relationships:**

- Establish and maintain open and collaborative relationships with colleagues.
  - Greet, communicate, and treat all program participants with respect, dignity, kindness, and an attitude of service.
  - Maintain confidentiality related to all program participants.
  - Communicate clearly and consistently with supervisor.
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## **Minimum Qualifications/Requirements:**

### **Education or Training Equivalent to:**

- 3 + years' experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness desired
- Experience in residential programs and/or housing programs
- Working knowledge of Social Security income (SSI, SSDI, SDI)
- Knowledge of life skills, money management, and basic math skills

### **Physical Requirements:**

#### **SALARY AND BENEFITS:**

\$ 20.00 per hour. We offer a competitive benefits package which includes 100% employer paid medical and dental insurance, 2 weeks' vacation, and the ability to contribute to a 403b retirement plan.

**To Apply:**

If you believe this position is right for you, please apply:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=HBOMARIN&cclId=19000101000001&type=MP&lang=en\\_US](https://workforcenow.adp.com/jobs/apply/posting.html?client=HBOMARIN&cclId=19000101000001&type=MP&lang=en_US)

**EQUAL OPPORTUNITY**

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

**BACKGROUND CHECK(S)**

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.