

Job Announcement

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

Regular Full Time: 40 hours/week Monday, Wednesday 7:00AM to 3:30PM
Friday - Sunday 12:00noon to 8:30PM
Tuesdays & Thursday OFF

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 and dorm turnovers
- Chore management: monitor clients to complete assigned chores (on occasion – complete chores on behalf of clients)
- Facilitates sleeping arrangements and storage of personal items
- Coordinating with other agencies (Meals Oversight)
- Maintain order and assist in keeping all areas clean and free of spills, trash and safety hazards
- Manage supply inventory for shelter and office
- 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 or Shelter Supervisor 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 emergency assistance to guests and co-workers as necessary

CASE MANAGEMENT

- Provides direct case management services for 10 -12 shelter participants
- Facilitates/co-facilitates house meetings and small group discussions
- Process agency referrals for bed reservations and complete intake assessments
- Educate residents on available services and benefits
- Conduct functional assessments as required
- Provide linkages and referrals to service agencies
- Build collaborative relationships with service providers
- Complete all agency logs / incident reports in a timely manner and submit to the Program Director
- Research, print, and post new housing / employment opportunities
- Prepare program transfers, daily rosters and generate reports on key data points as needed
- Provide life skills training to clients as needed
- Perform other duties as assigned by Program Director
- Participate in weekly/monthly trainings and staff meetings
- 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, etc.
- 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
- Provide supportive counseling, guidance, & referrals to community resources
- Establish and maintain open and collaborative relationships with colleagues
- Treat all participants with respect, dignity, kindness, and an attitude of service
- Maintain confidentiality related to all program participants
- Communicate clearly and consistently with supervisor .

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

SALARY AND BENEFITS:

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

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.