

Job Description

Resource Counselor- Casa Buena Housing Program

Title: Resource Counselor - Casa Buena

Part-Time: 16 hours/week

Hourly: \$20

Reports to: Casa Buena Program Coordinator

Exemption: Non-Exempt

Unit: Residential Programs- Adults in Permanent Supportive Housing

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 assist with operating our newest Permanent Supportive Housing site.

Principal Responsibilities:

Tenant Support:

- Coach individuals on life skills topics such as household budgeting, nutrition, self-care and ongoing housekeeping while providing tenant focused advocacy as needed.
- Oversee and facilitate regular activities onsite as needed. Maintain a clean and functional community and laundry room.
- Work in partnership with volunteers, interns, local community members and other social service entities while fostering strong working relationships with local service providers.
- Provide consistent Case Management and other supportive services as needed while considering referrals to other service providers for residents at Casa Buena. These will be geared towards promoting goals focused on social and economic independence.
- Provide bus tickets to clients and track for reporting purposes
- Communicate concerns and observations to Housing Case Managers regarding clients
- Reports any hazards to the Program Director for immediate attention
- Facilitate maintenance needs in collaboration with Program Director and maintenance crew
- Provide emergency assistance to tenants 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.

Major Duties:

- Advocates for the mission of the organization and upholds the agency's values
- Review policies, leases and program guidelines with clients as needed and maintains a working knowledge of these policies and guidelines
- Ensure tenants feel safe, supported and that they're needs are being heard and understood. Take necessary actions to promote a supportive community environment
- Provides overall support to program while making observations and providing constructive feedback that benefits the work of the supportive staff onsite
- Regularly assess tenant needs, especially through active tenant engagement, and offer any needed assistance
- Become familiar with all tenants and proactively assist with conflict management, mediation, or de-escalation

- Actively maintain tenant files and chart in HMIS and other databases being used for services at this site
 - Complete all agency logs / incident reports in a timely manner
 - Submit incident reports to Program Coordinator and Director of Housing for Chronically Homeless Adults
 - Perform other duties as assigned by Program Coordinator
 - Participate in staff meeting and any weekly/monthly trainings identified by supervisor
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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.
 - Have a working knowledge of Good Neighbor Policy while communicating regularly with surrounding neighbors at this site.
 - 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:

- High School Diploma or G.E.D. required
- Experience in Human Services or related field

Physical Requirements:

- Ability to sit, and use a computer mouse, keyboard and monitor for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects up to 40 lbs.

Special Qualifications and Qualities:

- Knowledge and experience in harm reduction, Housing First and trauma-informed care
- Excellent customer service skills
- Experience working with under-resourced, low income populations; experience working with individuals experiencing homelessness desired
- Bi-lingual in Spanish is a plus
- Experience in residential and/or housing programs
- Working knowledge of community-based resources
- Work well with a team as well as independently
- Ability to keep strong boundaries and set limits while being a strong collaborator
- Able to ask questions and receive constructive suggestions
- Able to multi-task and think quickly
- Compassionate, flexible and non-judgmental
- Desire to work with people to end homelessness in their lives
- Able to work well with diversity

To Apply:

If you believe this position is right for you, please email your resume and cover letter to careers@hbofm.org

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.