

## Job Announcement

**Title:** Resource Counselor – Adult Shelter NBC

**Regular Full Time:** 40 hours/week (Saturday-Wednesday)

11:00PM to 7:30AM

**Hourly wage:** starts at \$20.00

**Non-Exempt**

**Reports to:** Director of Adult Shelter Services

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

### Organizational Overview:

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 always maintain grounds security
- 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
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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:**

- 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:**

- Bi-lingual in Spanish is a plus,
- Excellent customer service skills.
- Experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness desired.
- Experience in residential and/or housing programs.
- Working knowledge of community-based resources.
- Work well with a team as well as independently.
- Sense of humor.
- Ability to keep strong boundaries and set limits
- Able to ask questions and receive constructive suggestions.
- Able to multi-task and think quickly
- Knowledge and experience in harm reduction and Housing First
- 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 [careers@hbofm.org](mailto:careers@hbofm.org)

**EQUAL OPPORTUNITY**

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.

**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.