

## Job Announcement

**Title:** Resource Counselor – Adult Shelter

**Regular Time:** 40 hours/week - with benefits

**Shift Schedule to be determined.**

**Hourly wage:** \$25.00

**Non-Exempt**

**Schedule: Mondays & Tuesdays**

**11:00AM – 7:30PM**

**Wednesdays**

**7:30AM – 4:30PM**

**Saturdays & Sundays**

**3:30PM - 12AM midnight**

**DAYS OFF Thursdays and Fridays**

**Reports to:** Program Director

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

**Start Date:**

Candidates must be fully vaccinated against the Covid-19 virus

### 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.

The Overnight Resource Counselor creates a safe working relationship with mental health clients while effectively managing and maintaining safety for the program at night. We are a 36-bed residential hotel serving 10 currently unsheltered adults and 26 permanently housed individuals. A counselor must possess both the ability to work with a team and capability to function independently since they will oversee the program at night. This role is responsible for maintaining a safe environment in our program at night and, as a result, has an important administrative role in supporting the day shift staff. While this team member may have a caseload of 1-2 individuals, this position also is responsible for completing progress notes for all residents in the program.

This is an exciting opportunity for a mission-driven hands-on team player to join our vibrant and cutting-edge nonprofit organization, We end homelessness in Marin County through affordable housing development, supportive services, job training and social enterprise. If this excites you, please give us a call; we'd love to hear from you!

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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
- Assure the safety of property through frequent tours of the facilities, inspecting for 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
  - 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 help 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:**

- AA degree or direct experience in human services, mental health counseling in a supportive environment.

#### **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 to [careers@hbofm.org](mailto: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.