

## Job Announcement

### Resource Counselor- Jonathan's Place Housing Program

**Title:** Resource Counselor – Jonathan's Place Housing

**Reports to:** Sr. Housing Case Manager

**Unit:** Residential Programs- Adults in Permanent Supportive Housing

**Work schedule:** Wednesday – Sunday 7AM – 3:30PM

DAYS OFF Mondays and Tuesdays

**Full-Time:** 40 Hours/week

**Hourly:** \$22 - 25

**Exemption:** Non-Exempt

#### The Opportunity:

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 a dynamic and energetic person who is excited about supporting people in units of Permanent Supportive Housing.

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#### 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.
- Assist with facilitating regular activities onsite as needed.
- Work in partnership with volunteers, interns, local community members and other social service entities while fostering strong working relationships with local service providers.
- Provide bus tickets to clients and track for reporting purposes.
- Communicate concerns and observations to the Lead Housing Case Manager about matters related to tenants as well as facility issues as they arise.
- Completes Incident Reports as needed and document daily activities in the communication log.
- Facilitate maintenance needs in collaboration with Lead Housing Case Manager 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.

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#### Major Duties:

- Advocate for the mission of the organization and uphold the agency's values.
- Review policies, leases and program guidelines with clients as needed and maintain a working knowledge of these policies and guidelines.
- Ensure tenants feel safe, supported and that their needs are heard and understood. Take necessary actions to promote a supportive community environment.
- Provide 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 meetings and any weekly/monthly training identified by supervisor.
  - Perform other relevant duties as assigned.
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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 Housing First and housing policies and procedures to help facilitate a safe and supportive housing environment for all tenants.
  - 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](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.

*\*\$22- \$25 per hour DOE with a competitive benefits package which includes 100% employer paid medical and dental insurance, 2 weeks' vacation, and access to a 403b retirement plan. Under California law, Homeward Bound is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary or hourly rate outside of the range posted in this job announcement. This range considers the wide range of factors that are considered in making compensation decision including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. Salary and hourly rate offers are determined based on final candidate qualifications and experience.*

### **To Apply**

Send resumes to: [careers@hbofm.org](mailto:careers@hbofm.org)