

Job Announcement

Title: Resource Counselor – Adult Shelter

Regular Time 32 hours/week -with benefits

Hourly wage: \$25.00

Non-Exempt

Schedule: Saturdays & Sundays 3:30PM - 12AM midnight

Mondays & Tuesdays 11:30PM – 8:00AM

DAYS OFF Wednesday, Thursdays, and Fridays

Reports to: Program Director

Unit: Residential – Shelter and Housing Programs

Start Date:

Candidates must be fully vaccinated against Covid-19 virus.

For Job Announcement:

This is a full-time position with a competitive benefits package which includes 100% employer paid medical, dental and vision insurance, 2 weeks' accrued vacation hours, 12 sick days per year and access to a 403b retirement plan.

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 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 to maintain a safe environment on our program at night and therefore this position has a large administrative role supporting the day shift staff. While this team member may have a caseload of 1-2 individuals, you will also be responsible for completing progress notes for all our residents in the program.

This is an exciting opportunity for 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!

Principal Responsibilities:

SHELTER OPERATIONS

- Prepare rooms for clients
- Chore management: monitor clients to complete assigned chores (on occasion – complete chores on behalf of clients)
- Facilitate sleeping arrangements and storage of personal items
- Responsible for room / dorm turnovers
- Coordinate with other agencies as needed for case management or facility needs
- Maintain order and assist in keeping all areas clean and free of spills, trash and safety hazards. Complete house laundry
- Stock resident food, prepare coffee, maintain inventory for food and linen items
- 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 rounds of the facility inspecting for any hazards or repair needs and monitoring for unusual or unsafe circumstances
- Report any hazards to Program Director for immediate attention
- Facilitate 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 – provides drop-in referral services for clients
- 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 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 Chief Programs Officer
- Perform other duties as assigned by Program Director
- Participate in weekly/monthly trainings and staff meetings

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.

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:

- Bilingual 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

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.

**\$25.00 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