

# Job Announcement

**Title:** Resource Counselor – Residential Programs (JP - Supportive)

**Regular Full Title:** 40 Hours/week  
Wednesday to Sunday 7AM to 3:30PM  
Days off: Mondays and Tuesdays

**Hourly:** \$23 – \$25

**Reports to:** Program Director/Residential Service Manager

**Start Date:** ASAP

## The Opportunity:

Homeward Bound of Marin is a dynamic and evolving non-profit agency working to end homelessness in Marin County through affordable housing development, supportive services, job training, and social enterprise. With a successful 48-year history and strong interdisciplinary partnerships with other private and public partners, Homeward Bound is positioned for impactful growth over the next decade. Our work environment values Justice, Equity, Diversity, and Inclusion, and rewards resourcefulness, flexibility, kindness, compassion, and understanding.

Homeward Bound is seeking a Resource Counselor who is dynamic, energetic, and excited to support individuals in our Permanent Housing Program. Our program provides building goals, support for employment, and other supportive services to our residents in our Program.

If you have a heart and passion for supporting families who are focused on personal growth, we want to hear from you!

## The Candidate:

We are looking for a mission-driven and hands-on housing and homeless services expert who works well as a team and independently. Our ideal candidate will be a self-starter who takes appropriate initiative and can work collaboratively with a diverse group and clients.

### Education or Training Equivalent to:

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

### Special Qualifications, Qualities & Physical Requirements (skills, abilities, licenses):

- 🏠 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.

## **Major Responsibilities:**

- 🏠 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.
- 🏠 Regularly assess tenant needs, especially through active tenant engagement, and offer any needed assistance. Ensure tenants feel safe in their living environment.
- 🏠 Work in partnership with volunteers, interns, local community members and other social service entities while fostering strong working relationships with local service providers.
- 🏠 Collect monthly rent checks, provide bus tickets and change for laundry and respond to requests for support from tenants as needed.
- 🏠 Communicate tenant concerns and facility issues to Resident Service Manager in a prompt and timely manner.
- 🏠 Complete Incident Reports as needed and document daily activities in the communication log.
- 🏠 Facilitate maintenance needs in collaboration with Resident Service 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.
- 🏠 Advocates for the mission of the organization and upholds the agency's values.
- 🏠 Review policies, leases and program guidelines with clients as needed and maintain a working knowledge of these policies and guidelines.
- 🏠 Provides overall support to programs while making observations and providing constructive feedback that benefits the work of the supportive staff onsite.
- 🏠 Perform other tasks as needed.

## **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 compassionate service.
- 🏠 Maintain confidentiality related to all program participants.
- 🏠 Have a working knowledge of Housing First and housing policies and procedures to help facilitate a safe and supportive housing environment for all tenants.
- 🏠 Communicate clearly with supervisor.

### Written & Verbal Communication Skills:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Demonstrated ability to effectively present information and respond to questions from groups and individuals.

### 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.

### Competitive Benefits:

- 🏡 100 % Employer Paid Medical, Dental, and Vision Insurance
- 🏡 403 B match
- 🏡 80 accrued vacation hours (2 weeks)
- 🏡 13 paid holidays off
- 🏡 12 Sick days annually
- 🏡 Employee Assistance Program
- 🏡 Comprehensive list of benefits included in the Employment Offer letter.

## To Apply:

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

*\*\$23-\$25.50 per hour DOE with a competitive benefits package which includes 100% employer paid medical and dental insurance, 100 accrued vacation hours, 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.*

