



JOB ANNOUNCEMENT

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE:	Service Coordinator
REPORTS TO:	Project Coordinator, Reentry and Neighborhood Safety
EMPLOYMENT STATUS:	Non-Exempt
TIME COMMITMENT:	Full-time
BARGAINING UNIT:	Eligible representation by the California Professional Employees, #2345
STARTING SALARY:	\$17.21 to \$20.87/hr, Full-Time (40 hr/wk)

ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

POSITION DESCRIPTION

The Service Coordinator is responsible for assisting unhoused participants with gathering documents needed for housing, working with housing specialist to locate and apply for units, and support the participant through the lease up process. Once housed, their goal to support and promote housing stability through linkage to benefits, healthcare services, employment, behavioral healthcare services, etc. and support with gaining skills to successfully manage housing requirements like paying rent on time, managing repair requests, and cleanliness of unit. BOSS is launching several new programs in Alameda County and has Services Coordinator positions in both our Fairmont Tiny Homes program, our Safe Haven and Reentry Housing programs.

Essential Functions (Duties and Responsibilities):

- Identify, refer, and enroll candidates who meet criteria of program when openings are available in the program.

- Conduct initial needs assessment and develop an individual self-sufficiency/service plan with each incoming participant, with periodic changes as the needs of the participants change.
- Perform mental status exams, mental health assessment, and diagnostic evaluations, as well as safety assessments that include suicide, homicide, and gravely disabled assessments with participants on an on-going basis.
- Maintain a case load of 20-30 participants. Provide comprehensive case management services to households. Collaboratively work with participants to develop their self-sufficiency/service plan and work on goals that are focused on increasing stability in health, housing, finances, social supports, and other daily living areas.
- Provide referrals to and collaborate with appropriate community agencies.
- Assist participants in retaining housing and maximize their independence and self-sufficiency by providing linkage and referral to appropriate community services and resources.
- Provide crisis intervention as needed and when requested by property management and/or program participants.
- Assist participants with navigating the criminal justice system.
- Develop and maintain a strong working relationship with emergency medical services providers, mental health providers, detoxifications providers, and emergency housing providers.
- Responsible for gathering and compiling client/service/outreach data and preparing timely periodic reports, as required by funders and collaborative partners.
- Attend weekly case conferencing meetings and ongoing agency and outside trainings.
- Perform all other duties as assigned.

Team Participation

- Participates in staff meetings and other group activities essential for operations
- Leads team discussions on participant progress and lack of progress, and helps to develop possible solutions to ensure best support for the participant's success.
- Promotes good community relations and utilizes community services and resources.
- Attends scheduled training programs for professional development that includes, at a minimum, trainings required by BOSS and by regulatory and accrediting bodies.
- Assumes on-call responsibility, as assigned.
- Performs other duties as assigned.
- Respond to community requests for street outreach intervention.
- Actively participate in staff meetings and trainings.

EDUCATION AND EXPERIENCE

- MSW/MA from an accredited university with 1 year of field experience working with people with serious mental illness, individuals with co-occurring disorders and/or the homeless population preferred or BSW/BA Psychology with 3 years' experience working with working with people with serious mental illness, individuals with co-occurring disorders and/or the homeless population required.
- Those with other than English language capacity encourages to apply.
- People with lived experience desired.
- Must have a working knowledge of Psychiatric Disorders as well as knowledge and ability to implement the following evidence-based models: Harm Reduction, Strength-based Case Management and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with individuals experiencing homelessness that instills hope and promotes self-determination. Sensitivity to and understanding of the special needs of this population.
- Proven ability to work independently and as an effective and collaborative member of a team.
- Excellent verbal skills. Strong organizational and time management skills.
- Strong writing skills required.

- Possess an understanding of and practice cultural sensitivity through open dialogue and self-exploration with diverse groups, while providing direct services.
- Ability to effectively intervene in crisis situations, with de-escalation techniques.
- Reliable transportation and proof of a valid and current California Driver's License and current insurance along with a clean DMV record required.
- Ability to work flexible hours, including some weekends and evenings.

Preferred Skills:

- Must possess a commitment to the belief that all people have the right to dignity, respect, opportunity and full community inclusion.
- Must have a philosophy that is consistent with the Mission, Vision and Core Values of the organization.
- Ability to work under pressure and meet established goals and objectives; and strong interpersonal, persuasion and creative problems solving skills are required.
- Rural and Urban Differences: Understands, respects, and incorporates the differing geographical, cultural, and safety issues which accompany rural and city living and how the different environments affect the type and format of services a community can provide.
- Understanding of, and commitment to, the use of evidence based practices, including housing-first, trauma-informed care and critical time intervention
- Commitment to active client involvement in program development and the design and delivery of supportive services
- Creative, dynamic, flexible and resourceful personality with the ability to infuse staff and participants/residents with enthusiasm
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

Other expectations:

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

MATHEMATICAL SKILLS:

College level mathematical skills required.

REASONING ABILITY:

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

CONCLUSION:

I invite you to be part of a vibrant and talented team that is committed to promoting health and self-sufficiency, fighting for equity, and celebrating diversity and inclusion!

BOSS is committed to the principle of equal opportunity in education and employment. BOSS does not discriminate on the basis of sex, race, color, creed, national origin, age, religion, sexual orientation, gender identity, gender expression, veteran status, or disability in admission to, access to, treatment in, or employment in its programs and activities.

Black, Indigenous, People of Color, and individuals with lived experience are highly encouraged to apply!

Send resume and cover letter to:

hrjobs@self-sufficiency.org