



## JOB DESCRIPTION

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.

<b>JOB TITLE:</b>	Service Coordinator
<b>REPORTS TO:</b>	Program Manager
<b>EMPLOYMENT STATUS:</b>	Non-exempt
<b>TIME COMMITMENT:</b>	Full-time
<b>BARGAINING UNIT:</b>	Local Union #1991, IUPAT, AFL-CIO.
<b>STARTING SALARY:</b>	\$70,000.00

### 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

Under the supervision of the Program Manager the *Service Coordinator* at Washington Inn is the service partner for each participant and will provide intakes and linkages to appropriate resources and providers, facilitating activities, services, and transportation. The *Service Coordinator* will work in tandem with the larger system of care to connect people to the most appropriate services and assist with the continuity of care, with the goal of decreasing homelessness in the lives of the people we serve.

#### *Essential Functions (Duties and Responsibilities):*

- The Service Coordinator must be on-site at times designated by the Program Manager.
- The Service Coordinator provides comprehensive and individualized case management and coordination of services, resources and referral services
- The Service Coordinator communicates collaboratively and regularly with essential team members to keep them informed and to facilitate continuous open lines of communication
- The Service Coordinator shall model positive attitudes and restorative approaches in its relationships with participants

- The Service Coordinator maintains participant records in an orderly and timely manner.
- The Service Coordinator utilizes the Electronic Health Record system(s) or other software to effectively complete all documentation
- The Service Coordinator participates in internal and community based quality assurance as assigned; verifying all aspects of documentation meet or exceed county, state and federal guidelines.
- The Service Coordinator participates in weekly individual and group supervision meetings as assigned.
- The Service Coordinator represents BOSS professionally in every community situation
- Collaborates with the Program Manager in the pick-up, storage, and utilization of purchased and donated goods
- The Service Coordinator maintains excellent professional boundaries and adheres to all professional ethical standards including abuse reporting, and maintenance of participant confidentiality.
- Leads or assists in response to urgent community priorities, crises, safety issues
- Provides shift coverage as needed
- Familiarity with HMIS; Art Reports and Shelter Pointe is a plus.

### Competencies

- *Communication, Written:* Delivers written communications that have clarity and impact including emails.
- *Communication, Verbal:* Effective listener; clearly and thoughtfully communicates with others in person and on the phone.
- *Reliability:* Accountable; maintains focus; punctual; good attendance record; meets deadlines.
- *Time Management:* Organizes and establishes priorities; gets the job done in a timely manner.
- *Customer Service:* Persists in efforts to solve issues even when faced with internal barriers; takes personal responsibility for customer service outcomes; responds quickly and effectively to requests for assistance and support whether internal or external.
- *Computer Literacy:* Skilled computer-based work tasks; uses technology to enhance job performance.
- *Teamwork:* Accountable to team; participates effectively in group- and team-work; collaborates positively with other team members; giving and accepting constructive criticism.
- *Tolerance for Stress, Ambiguity, and Change:* Maintains composure even while under great pressure; handles complex problems and change with minimal supervision; demonstrates flexibility and versatility in achieving key goals and priorities.
- *Attention to Detail:* Strives to eliminate errors; makes accurate work a priority; seeks opportunities to improve performance.
- *Decision Making:* Collects, organizes, and analyzes information before making decisions. Takes a thoughtful approach when considering options; may seek supervision and/or input from others.
- *Integrity and Ethics:* Actively models the highest ethical standards; is honest and accountable; maintains confidentiality and appropriate boundaries at all times; handles sensitive information and issues with discretion and tact.

### Additional Competencies:

- *Relationship Orientation:* Establishes rapport easily with others; listens attentively to others' perspectives; uses good judgment when sharing information and maintaining confidentiality; appropriately expresses empathy.
- *Presentation Skills:* Adapts presentation techniques to fit audience level and technical needs; develops and delivers communications that have clarity and impact; conveys confidence, presence, and professionalism; uses appropriate visual aids to illustrate key points and enhance learning.
- *Interpersonal Skills:* Uses active listening and discussion skills to identify issues, ensure understanding, and facilitate problem solving; works cooperatively with diverse groups; deals with others in a pleasant and professional manner; accurately assesses verbal and non-verbal cues.
- *Accountability:* Makes and meets commitments; accepts responsibility for behavior and outcomes.

- *Follow Through:* Monitors status of projects and tasks; thoroughly deals with project details; delivers clear, accurate depiction of status.
- *Cultural Sensitivity:* Ability to work with a diverse population while withholding judgment. Willingly open to learn and understand different perspectives.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree. in counseling, social work or psychology or relevant fields is preferred (OR) Associates Degree with experience in social services in a community setting providing services for persons with histories of homelessness, psychiatric disabilities, HIV/AIDS and substance abuse.
- Experience with providing case management services to homeless and low-income individuals and/or families
- Experience in an emergency housing setting is highly preferred.

## **Preferred Skills:**

- Understanding of, and commitment to, the use of harm reduction strategies in the provision of services:
- 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
- Excellent assessment & problem-solving skills; commitment to being proactive in addressing needs and issues presented by participants/residents
- Knowledge of community and social service resources in Alameda County
- Excellent interpersonal and communication skills, both written and verbal
- Good computer skills and facility in using Microsoft Word and Excel and in using email and web-based applications (internet search, etc.)
- Knowledge and understanding of data collection and interpretation
- Experience in counseling and crisis intervention
- 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](mailto:hrjobs@self-sufficiency.org)