

Job Title: Shelter Plus Care Tenancy Support Staff **Job Classification:** Full-Time / Non-Exempt
Department: Shelter and Care **Reports to:** Program Manager

Company Overview

Celebrating its 50th anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: *to ease and end the crisis of homelessness in our community*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County, and Amador County supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

Overview

The S+C Tenancy Support Staff is responsible to maintain a caseload of 30 S+C clients placed throughout Alameda County under a City of Berkeley contract. The S+C Tenancy Support Staff supports formerly chronically homeless individuals with disabilities that include substance use, mental illness, dual diagnosis and/or HIV AIDS. The S+C Tenancy Support staff provides on-going case management to ensure housing stability & retention. Consistent and on-going support to include assistance with Adult Daily Living Skills (ADLs), budgeting and linkages to community resources.

Essential Duties and Responsibilities

- Provide intake and assessment, resource counseling, referrals, plan development, and case management .Responsible for client intake process, initial assessment, and case plan development.
- Responsible for creation and maintenance of both paper files and electronic (HMIS) case files for all documentation.
- Maintain accurate records and appropriate client files and provide timely monthly statistics.
- Provide intensive housing, vocational and resource assistance to clients.
- Conduct regular home visits to all clients.
- Attend community meetings as needed.
- Work closely with the City of Berkeley Shelter Plus Care Program Staff.
- Work closely with other agency case managers and counselors to assure consistency in philosophical and practical approaches to services.
- Facilitate Medi-Cal Applications
- Arrange and / or provide non-emergency, non-medical transportation to Medi-Cal covered services
- Participate in program planning and policy development for Medi-Cal and Non Medi-Cal clients

- Work within the framework of BFHP's Code of Conduct.
- Complete all Privacy and Security Training required by BFHP; maintains confidentiality regarding clients, personnel and other internal agency affairs.
- Attend and participate in all assigned program and external meetings.
- Be responsible to other staff, clients, BFHP and its stakeholders both for your actions and your decisions not to act.

Effective Date: 07.01.2020

- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with the respect and dignity.
- Perform other tasks as assigned by supervisor.

Qualifications

- Bachelor's Degree in Social Welfare, Psychology, or related field preferred.
- Case management experience with homeless, low-income, mentally disabled, and chemically dependent persons required.
- Must possess basic knowledge of HUD's Shelter Plus Care program and be able to describe the nature and goals of the program.
- Knowledge of HIV/AIDS preferred.
- Particular experience with Shelter Plus Care preferred.
- Experience with housing placement and retention.
- Familiarity with public assistance, chemical dependency, and social service programs in Alameda County.
- Experience working with those with severe mental illness.
- Commitment to issues related to homeless people.
- Capacity to set priorities in consultation with supervisor.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Excellent written and oral communication skills.
- Ability to maintain professional conduct, attitude and appearance at all times.
- Capacity to work independently and as a part of a team.
- Proficiency on PC computer systems, databases and Microsoft suite, and ability to perform tasks at a computer workstation.

Requirements

- Must have a valid driver's license, reliable personal vehicle and clean DMV record.
- Must be able to obtain background check clearance.
- Employee must successfully complete the in-house privacy and security training and data entry certification as required by Alameda County HMIS.

Physical Requirements

- The employee is regularly required to use hands to type, handle, feel.
- The employee is frequently required to climb stairs, walk, sit, talk and hear.
- The employee is occasionally required to stand, stoop, kneel, crouch or reach.
- The employee must occasionally safely lift and/or move up to 40 lbs.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

I have received a copy of my job description and understand all of my responsibilities.

Staff Signature

Date

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