



JOB ANNOUNCEMENT

Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center! Find out more at http://www.billwilsoncenter.org/bwc_jobs/

Placement Specialist – Here4You

The Placement Specialist will work closely with community partners to quickly divert and prevent individuals and families experiencing a housing crisis from becoming homeless by providing intervention services.

The Placement Specialist will spend considerable time with clients in immediate need and must be able to not only assess the situation but also brainstorm creative alternative solutions and connect clients with mainstream services as needed. Mediation with family, landlords and other interested parties will be a major responsibility for this position.

The Housing Problem Specialist will make referrals to partner agencies and track outcomes related to diversion activities in HMIS. They will work with Notre Dame Researches to track outcomes and evaluate effectiveness of this approach.

The use of a Racial, Equity Impact Assessment guides the Housing Problem Solving system planning and implementation given the environmental and structural factors that result in the disproportionate rates of deep poverty and homelessness among Black, Indigenous and people of color.

The Homeless Services Call Center is in full operation 7 days/week, 10 hour/day. The Program Supervisor will oversee the day to day operations and coach HPS Specialists as needed. They will provide training and individual weekly supervision. The goal of this program is to develop a transparent homelessness response system that brings the entire community together to attack homelessness in our community.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conduct initial screening to assess appropriate service suggestions and facilitate setting appointments for referrals and/or services
- Act as liaison between individuals or families experiencing a housing crisis and supportive services, landlords and community agencies
- Enter, update and maintain data in Homeless Management Information System (HMIS) and track and report progress
- Create and sustain community partnerships to ensure mainstream resources are being utilized by households

- Provide mediation and advocacy with landlords, as needed
- Answers daily routine and emergency phone telephone calls related to unstably housed unhoused individuals diverting them from emergency shelter placements
- Supports caller through a strength based approach identifying caller's own network of support to problem solve towards housing stability
- Facilitates financial requests that support individual or family by obtaining all supportive documents and uploading into HMIS which is then submitting to Director for approval
- Completes triage form with caller collecting personal information needed for placement: demographic information, contact information, referring agency contact, health questionnaire
- Refers caller to other service agencies as necessary (ie. Reentry Resource Center, Domestic Violence providers, Social Services Agency)
- Uses Motivational Interviewing, reality testing, empowerment, negotiations and mediations to empower callers to find own resources for housing to divert from shelters
- Escalates critical and time sensitive situations to BWC Management

Qualifications:

Knowledge of homelessness, lived experience or education and experience related to Social Services field. Ability to work independently, utilize data base for all data entry and demonstrate non judgment and empathy to all callers. Bi-lingual preferred. Valid California driver's license with access to a personal vehicle with current insurance that can be used for company business. Fingerprinting/background check as required by the Department of Justice. TB test.

SALARY RANGE:

\$27.00 per hr. 100% employer paid Medical, Dental, Vision, Life Insurance, LTD and Employee Assistance Program. Retirement Plan with discretionary Employer Contribution. Generous PTO plan, 14 paid Holidays. And much more!

For consideration, please submit cover letter and resume (reference the position name in the subject line and/or cover letter) to:

BILL WILSON CENTER
ATTN: Resumes
FAX: (408) 244-4022
Email: resumes@billwilsoncenter.org

EEO:

Bill Wilson Center is an Equal Opportunity/Affirmative Action employer committed to building a team that represents the racial, ethnic and linguistic needs of our community. People of color, women, persons with disabilities, and persons who are LGBTQ are strongly encouraged to apply.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and BWC's operations, responsibilities may be modified at any time.