



POSITION DESCRIPTION

Position title:	Guaranteed Income Coordinator
Candidate:	TBD
Department:	Client Services
Supervisor:	Senior Director of Programs and Services
FLSA:	Full-time/Non-Exempt
Salary:	\$30.00 per hour
Effective date:	ASAP

OUR IMPACT

For over 45 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

YOUR IMPACT

Under the general supervision of the Senior Director of Programs and Services this position will coordinate the Guaranteed Income Program and engage in the direct delivery of client services for this program. The Guaranteed Income Coordinator will also collaborate with other internal agency programs or external community partners or assigned working groups for the provision of services and structuring of the program in order to ensure client services are met. This position requires a candidate who is Bilingual and Bicultural Spanish speaking to serve our large population of monolingual Spanish speaking clients.

JOB REQUIREMENTS

Preferred and Required skills for success of this position include but are not limited to the following. In some cases, long term experience may substitute for Education.

Education and Certifications

- Bachelor's Degree in social work, psychology or related field.

Minimum two years' experience:

- Direct case management experience with clear understanding of principles and procedures of case management work both in practice and administrative.
- Working with public and other community or nonprofit organizations. Clear understanding of the local community Samaritan House serves and the various services available to populations experiencing economic challenges.
- Engaging and collaborating with external agencies in the provision of client services.
- Managing clients experiencing various states of crisis including homelessness, addiction, mental health challenges, victims of violence and trafficking.

Knowledge, Skills, and Abilities:

- Bilingual and Bicultural Spanish speaker. Superior Bilingual communication skills with ability to read, write and speak in both English and Spanish.
- Excellent Crisis Management Skills
- Excellent organizational and time management skills. Ability and capacity to efficiently and successfully manage time in a very busy work environment with full work load. Ability to multi-task with ease and prioritize effectively. Excellent ability to work within and meet deadlines
- Excellent Computer Proficiency is required with Microsoft Office Suite, ability to quickly learn new database systems (i.e., Salesforce, Clarity Systems)
- Excellent data management skills- Ability to complete timely data entry and work with information management systems. Must be able to successfully manage and maintain accurate data and reports; audit and ensure integrity of information is accurate.
- Strong ability to conduct all business and interactions with all constituents in a highly ethical manner, demonstrating high level of integrity as well as the ability to maintain appropriate professional boundaries
- Must be able to exercise appropriate and sound judgment, professionalism, appropriate composure with tact and diplomacy both under normal and stressful situations.
- Must possess a solutions-based approach to problem solving. Ability to be creative and show initiative
- Excellent interpersonal skills. Ability to establish and maintain successful and effective relationships with Samaritan House constituents (internal and external) and partnering agencies
- Must have flexibility with work schedule, which may include occasional evenings, holidays and/or weekends as needed
- Ability to drive to other Agency or partner locations -must have dependable transportation with insurance, and an excellent driving record

WORK ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodations. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to: repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients which includes some evenings as needed.

BENEFITS INCLUDE: Health, Dental, Vision, Life/LTD, EAP, 403(B) Retirement Match, 22 Days first year PTO, 9 Paid Holidays, Pet Insurance.

ESSENTIAL FUNCTIONS OF THE POSITION

- Coordinate the operations of the Guaranteed Income Program- Programmatically and Administratively. Deliver excellent client services in the Guaranteed Income Program.
 - Participate in the Guaranteed Income working group in development of this Program
 - Ensure program compliance with agency policies, funder requirements, and industry or government regulations.
 - Ensure case files are compliant, accurate and managed timely. Close files timely and within federal, state, local and industry standards and regulations. Ensure files are maintained with complete current and accurate information in an organized manner.
 - Perform timely and accurate data entry of relevant data into necessary databases.
 - Perform and support timely and accurate reporting of client data as requested.
 - Troubleshoot client concerns and issues with supervisor, provide input as needed.
- Deliver direct client service including but not limited to the following Case Management services:
 - Maintain minimum caseload of 15-20 households seeking self-sufficiency
 - Conduct initial and ongoing client assessments to determine needs for advancing their goal toward self-sufficiency
 - Assist clients with the development of their specific goal plans and support clients in achieving their case plan goals.

- Schedule and maintain monthly contact, i.e. in person and/or online, with client in order to proactively address client's needs and objectives.
- Support client in developing solutions for emergency problems, such as income, housing, health and transportation needs.
- Provide crisis prevention and intervention strategies and solutions as well as long-term case management.
- Review and monitor progress; act as a liaison/advocate for the client.
- Provide appropriate client assistance, including but not limited to, forms completion, letter writing, translation services, etc.
- Coordinate with Financial Empowerment staff and volunteer coaches to establish and ensure client's financial goals are met.
- Coordinate with outside community partners, i.e. educational entities, job training centers, etc., to understand program requirements and provide linkages to programs in support of client's goal plan.
- Attend internal and external trainings, events and meetings as assigned. including but not limited to case management meetings, staff meetings, and meetings with other service providers in the community as required
- Perform all work and conduct all engagements with constituents within Agency policies and values. Represent the agency in a professional and courteous manner at all times.
- Perform all function within agency DEIB standards, values and Cultural Sensitivity: Understand and respect the diverse backgrounds and needs of all constituents and ensure compassionate engagement and services are culturally sensitive and inclusive
- Report and complete any necessary incident reports immediately or within 24 hours whichever is sooner. Review the incident with supervisor. Report on the job injuries immediately to HR.
- Other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE VP of Human Resources
 4031 Pacific Blvd San Mateo, CA 94403
 E-mail: jobs@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*

ACKNOWLEDGMENT

Please sign below in acknowledgment you have received and understand the description of your job.

Employee signature	Date
Supervisor signature	Date
VP of Human Resources signature	Date

Signed copy provided to employee