

Job Description

Position Title: Program Specialist I/II

Position Class: Hourly

Supervisory Responsibilities: None

Reports to: Mendocino County Program Administrator of Advocacy and Collaboration Team

On-Site County Support Staff Duties

The mission of Live Oak Apartments is to provide safe and permanent housing for households experiencing homelessness or who are at-risk of homelessness. This project strives to provide a runway to re-stabilization and independence through strong support services that build self-sufficiency and promote personal responsibility.

Live Oak Apartments is not a homeless shelter; it is an apartment building with resident households that include seniors, veterans, families with children, and individuals experiencing serious health issues. The safety and security of our residents is of critical importance to the success of this project.

The Live Oak Apartments On-Site Support Staff are an integral part of the Live Oak team and their compassionate, professional, and effective work is essential. Thank you for being part of the team!

On-site support staff provide client-based supports to residents of Live Oak to facilitate success in our housing program. Support staff is available to address any concerns from residents and refer to appropriate community resources. Support staff engage with residents whenever possible, assessing needs, interests, etc. This includes:

- Identifying what is normal for each of the residents so that interventions can be made early if there are signs of difficulty.
 - Being available for residents that might need help navigating systems or need linkages to other supportive services.
 - Creating a trusting relationship so residents feels comfortable reaching out if they have an issue that needs mitigation.
 - Alerting supervisor and property management when occupants are not following the rules or complying with program/lease agreements.
1. Client Plan: Upon entry of occupancy in our three month Bridge Program, support staff work on a Client Plan identifying the challenges and assets of each resident. The client plan includes:
 - Assets and needs in ability to paying rent.
 - A timeline.
 - List of immediate and long term barriers to permanent housing.
 - Goal setting and action steps.

2. Case conferences: Support Staff understand what circumstances would trigger the need for a case conference, and coordinate case conferences around residents that would benefit from this course of action. Know who is relevant to attend a meeting for each tenant.
3. Resident Action Plan: Create Resident Action Plan with residents who receive a third warning and are facing a lease or program violation that will terminate their residency if not remediated.
4. Activities: Engage occupants in building activities, game nights, ice cream socials, groups, etc. Create or organize on-site classes or activities to engage occupants. Conduct surveys or engage with occupants to determine the interest in specific activities or ask for input.
5. Room maintenance support: Assist residents in pre-inspection room maintenance checks. Assist in creating a step-by-step to-do list for passing inspection.
6. Additional services: Identify when residents might need other services, such as IHSS. Coordinate with outside occupant support service agency staff regularly to see if additional on-site support is needed.
7. Resident advocacy: Assist residents in connecting with property management team when necessary and advocate for residents when mitigating program/lease violations.
8. Hallway inspection: Occasionally walk halls to make sure that hallways are clear of occupants belongings or trash.
9. Building entrance and exits: Monitor entrance and cameras to ensure all guests sign in and out and are not let entrance through alternative exits. Property manager will write up any violations. If this happens more than once for a resident, the support staff should reach out and talk to the resident about the violation.
10. Shift log updates: Update the shift log before the next shift starts. Follow documentation guidelines in the shift log binder. Fill out "incident reports" as necessary.