



Organization: Project Homeless Connect Washington County
Position: Housing Case Manager (HCMS)
Status: Full Time (40 hours per week)
Reports To: Program Manager
Compensation: Starting at \$47,600 - \$51,500 annual salary depending on experience
Benefits: 80 hours PTO, 40 hours Paid Sick Time, 10 paid holidays, Simple IRA with 3% match. Medical, Dental, Vision (employee only)
Location: Hillsboro, OR
Position Closes: Open Until Filled

Project Homeless Connect Washington County (PHC), a nonprofit serving those experiencing homelessness in Washington County, is seeking an individual passionate about serving the vulnerable in our community to join our team. PHC serves the community of Washington County by providing a multifaceted approach towards serving those affected by homelessness. Our vision is to cooperatively develop a high quality, fully integrated system of services and support that responds to the needs of those struggling in our community. Our success depends on knowing everyone as individuals and meeting them where they are at. We know there are many complex reasons someone may be experiencing homelessness. We look to reduce the stress they endure and provide basic needs, and services through a variety of programs. We operate a Day Center, Outreach Team, Temporary Emergency Shelters, and coordinate collaborative One Day Events that provide critical services.

Why Work With us? PHC encompasses our values of Community, Hope, Empowerment, & Compassion in how we serve our guests, and our staff. Our staff are driven by their passion to make a meaningful impact in our community. We strive to foster an environment of inclusiveness, and support staff in their strengths. We value an open, transparent environment and welcome contributions from each staff member. Project Homeless Connect has an organizational commitment to equity and inclusion, and to ensure that programs and staff culture are equitable in both access and outcomes regardless of race, ethnicity, faith, culture, language, disability, gender, gender identity, sexual orientation, or family status. Project Homeless Connect is committed to pursuing effective strategies and devoting dedicated time and resources at every level of the organization to address disparities based on identity and to apply an equity lens to all decisions, programs, and policies.

Position Overview: Our Housing Case Manager Services department at PHC was developed to deliver responsive housing options and comprehensive services. Housing and supportive services are a key piece of PHC's vision, and we believe that walking alongside our guests while helping them become self-sufficient is key to our success and their success. A key imperative is to implement the Metro Supportive Housing Services (SHS) measure in partnership with Washington County. Housing Case Management Services (HCMS) forms the primary driver of the services available to participants in supportive housing. The participants served in HCMS are experiencing extremely low incomes, one or more disabling conditions, and who are experiencing or at imminent risk of experiencing long-term or frequent episodes of literal homelessness. The Housing Case Manager serves as the central point of contact for coordinating the services for the participant to achieve and maintain health and housing stability.

Primary Responsibilities:

- Adopt a participant-centered approach: Provide exceptional customer service, acknowledging the unique challenges faced by individuals experiencing homelessness, including medical and behavioral health issues, while supporting their transition to and maintenance of permanent supportive housing.
- Embrace a "whatever it takes" mentality: Facilitate participants' journey from homelessness to permanent housing through a flexible and dedicated approach.
- Support permanent supportive housing households: Assist households in permanent supportive housing to ensure they can sustain their housing stability.
- Build rapport with participants: Establish and maintain positive relationships with program participants.
- Implement a "screening in" philosophy: Approach participant assessments with a focus on inclusion.
- Conduct periodic assessments: Regularly evaluate participants' needs and progress.
- Facilitate linkages to other service providers: Connect participants with additional services and resources as needed.
- Ensure accurate documentation: Prepare and enter all necessary documentation into the Homeless Management Information System (HMIS).
- Develop individualized case management plans: Collaborate with participants to create tailored plans encompassing needs, goals, steps, timeframes, and goal dispositions.
- Collaborate with on-site management and services coordinators: Work closely with property management and services coordinators to provide comprehensive support to clients.
- Conduct home visits: Visit participants in their units to assess living conditions and provide personalized assistance.
- Assist with income enhancement: Support participants in increasing income through job searches, education, and social security assistance.
- Provide life skills coaching: Assist with personal and social development, personal hygiene, budgeting, money management, legal issues, and transportation.

- Offer housing location services: Assist participants in finding suitable housing and educate them on tenant rights and responsibilities.
- Educate on crisis intervention: Instruct participants on appropriate use of crisis intervention services versus emergency calls to 911.
- Deliver eviction prevention counseling: Work with property management to resolve issues jeopardizing housing stability, addressing tenant rights and responsibilities.
- Support lease compliance: Collaborate with property management to ensure participants adhere to lease agreements.
- Pursue professional development: Continuously grow in professional competence and skills.
- Complete assigned tasks: Undertake any additional responsibilities as assigned.

Minimum Qualifications:

- Associate degree in a human service or related field and minimum 2 years of experience providing related services to similar population.
- Bachelor's degree in a human service or related field and minimum 1 year of experience providing related services to similar population.
- Lived experience can be used in place of education requirements.
- Knowledge of or ability to learn the Homeless Management Information System (HMIS).
- Experience working with participants with mental health disorders, chronic health issues, substance use disorders, and disabling conditions.
- Experience in the following areas: chronic homelessness, outreach and engagement strategies, housing navigation, best practice models, mental health and substance use disorder services, crisis intervention, suicide assessment and prevention, affordable housing and public benefits applications, housing and landlord / tenant rights, eviction prevention, etc.
- Working knowledge of Microsoft Office products, including Word and Excel.
- A valid Oregon driver's license and insurance.
- Organized and detailed oriented; ability to manage multiple cases effectively.
- Passion for ending homelessness.
- Ability to work as a member of a team and independently.
- Strong people skills.
- Ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.

Experience Preferred:

- An understanding of the unique needs and struggles of individuals with high barriers to employment and housing.
- Certified Peer Support Specialist Mental Health and Addiction
- Knowledge of local programs available for unemployed individuals
- A preference may be given to an individual who has similar life experience, either as a formerly homeless person or person with high barriers to employment.

- A preference may be given to speakers of two or more languages.
- Knowledge, experience, or training in mental health work, crisis de-escalation, conflict resolution, and/or providing trauma-informed care.

Criminal Background

PHC understands that those in recovery may have backgrounds they are not proud of, and do not represent who they are today. Items that may show up on a background check are not automatic grounds for refusing to hire. Please disclose anything that you would like us to be aware of prior to the background check being completed so we can talk through any situations that may arise. Candidates will be chosen on an individual basis.

To Apply: Please send the following to irene@phcwc.org

- A chronological resume without a personal photo
- A cover letter that states your background, skills, and abilities to align with this position.

Thank you for exploring an opportunity to be employed with us!

PHC values diversity in its workforce and is an equal opportunity employer. BIPOC candidates are encouraged to apply.

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at PHC will be based on merit, qualifications, and abilities. PHC does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other characteristic protected by applicable law.

PHCWC partners with a wide variety of for-profit and nonprofit organizations, including churches and religious organizations, large and small businesses, and government. Partnerships might include direct engagement, receipt of goods and services, rental spaces, and/or endorsements and advertising.