



**PROJECT  
HOMELESS  
CONNECT**  
WASHINGTON COUNTY

Organization:	Project Homeless Connect Washington County
Position:	Housing Department Manager
Status:	Full Time Employee Hourly Not to Exceed 40 hours per week
Reports To:	Programs Director
Compensation:	Starting at \$58,000
Benefits:	80 hours PTO, 40 hours sick time, Simple IRA with 3% employer match, Medical, Dental, Vision Insurance, 10 Paid Holidays, Life insurance
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 as our Day Center Manager. 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, Housing Program, 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:** The Housing Manager plays a crucial role in the administration of Project Homeless Connect's housing initiatives. These initiatives encompass a range of services, including Housing Case Manager Services (HCMS) with the use of regional long-term rental assistance (RLRA) vouchers, Rapid Rehousing with medium-term housing vouchers, and housing liaison services, offering short-term support, and Permanent Supportive Housing Case Managers. In this role, you will lead a dedicated team of 12-15 case managers, ensuring that they not only meet their objectives but also maintain close contact with their clients to provide exemplary support.

Your responsibilities extend to overseeing various aspects of team management, which include approving time-off requests, managing schedules, and overseeing initial disciplinary processes. Furthermore, as the Housing Manager, you are accountable for generating and disseminating weekly program reports to the program director, serving as a mentor to your team, and fostering connections that facilitate the success of the housing programs.

**Primary Responsibilities:**

- Oversees overall logistics of four programs, HCMS, RRH, HL, & PSH.
- Oversees Timekeeping, Payroll, and approving time off requests.
- Monitoring staff productivity and provide constructive feedback and coaching.
- Responsible for resolving escalated issues with participants and staff.
- Maintain an environment of team-work and positive reinforcements.
- When necessary, issue verbal, written warnings to staff.
- Manage and ensure quality data entry in HMIS
- Adhere to all PHC staff procedures and policies.
- Show good judgment, confidentiality, tact, integrity, and discretion.
- Report and maintain communication with other partner agencies.
- Report and maintain communication with program director, other department managers and other partner agencies.
- Respond effectively and appropriately in stressful and difficult situations.

**Serve as Member of PHC Staff:**

- Adhere to all PHC staff procedures and policies.
- Must maintain the integrity of confidential communications or activities.
- Must maintain professional, courteous, and cooperative manner with all guests, other staff members and outside contacts as well as always demonstrate respect and a positive attitude toward guests and staff.
- Must be a team player, take initiative and be flexible in assisting others and to the best of the employee's ability, ensure accurate and timely work objectives.
- Other tasks as assigned.
- All tasks listed in staff guidelines and procedures.

**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.

- Management Experience of a team over 10 staff, or multiple departments for at least 3 years.
- 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.
- Build and maintain collaborative relationships with landlords, police, libraries, parks departments, schools, social service agencies, businesses, and neighborhood organizations.
- Emphasize a strength-based approach as Project Homeless Connect supports homeless individuals in their efforts to move into stability.
- Accurately document all services as required by program procedures. Maintain and update all necessary databases for tracking progress, program objectives and outcomes, and contractual and licensing requirements. Produce timely and accurate summaries of services for grant reports.
- 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 [candace@phcwc.org](mailto:candace@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.