



Organization: Project Homeless Connect Washington County
Position: Access Center Lead
Status: Full Time Hourly Not to Exceed 40 hours per week
Reports To: Access Center Manager
Compensation: Hourly – starting at \$22 / hour
Benefits: 80 hours PTO, 40 hours Paid Sick Time, Simple IRA w/3% match, Medical, Dental, Vision, 10 Paid Holidays
Location: 363 SE 6th Ave 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 Access 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 an Access Center, Outreach Team, Temporary Emergency Shelters, Housing Case Management, 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: As the Access Center Lead, you will collaborate closely with the Access Center Manager. Your role is pivotal in serving as the primary point of contact during shifts, ensuring seamless staff coverage in case of call-outs, maintaining inventory and preparing shopping lists, coordinating food orders with volunteers, and serving as the main contact during weekends or the manager's absence. You'll also be responsible for accurate data entry and will provide valuable support to address guest needs. Additionally, your responsibilities encompass assisting in managing de-escalation and crisis events, contributing to a well-rounded, supportive environment.

Primary Responsibilities:

- Ensuring that team members are appropriately greeting and checking in guests when they arrive at our Access Center.
- Helps with day center opening and closing and use of the facility during open hours as scheduled.
- Assist with prepping, cooking or serving meals to guests.
- Assist guests with where to find appropriate resources.
- Plan, develop, implement, and monitor short- and long-term goals and objectives, working with managers.
- Overseeing and managing coverage of shift needs when staff call out of work.
- Creating a volunteer schedule and sharing a weekly calendar with the Access Center Manager.
- Ensuring Proper Documentation for Access Center Numbers
 - Track numbers of guests.
 - Track services provided.
- Managing inventory of supplies, and preparing shopping lists for Access Center Manager, coordinating drop off of supplies from volunteers.
- Providing daily reports to the Access Center Manager.
- Other tasks as assigned.

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.
- Direct work in the access center setting.

Skills:

- Word processing, E-mail, Basic telephone etiquette, internet, Excel spreadsheet, knowledge of homeless population in Washington County and surrounding areas, case managing experience

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 jessica@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.