



Organization: Project Homeless Connect Washington County

Position: Access Center Support Staff

Status: Part-time, Hours Vary

Hours: Day Shift, Weekend

Reports To: Access Center Manager

Compensation: Hourly – starting at \$20 / hour

Benefits: 80 hours PTO, 40 hours Paid Sick Time, 10 paid holidays, Simple IRA with 3% match. Medical, Dental, Vision (employee only)

Location: 363 SE 6th Ave

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: The On-Call Support Staff plays a pivotal role within our organization, offering vital assistance. This part-time position is essential for the operation of our Access Center. Dedication to safeguarding individuals experiencing homelessness. Serving and meeting individuals, right where they are.

Primary Responsibilities:

- **Open Communication:** Respond promptly to shift requests, ensuring open communication with management and team members alike. And ensure coordinated efforts.
- **Access Center Operations:** Work as a team player in the daily runnings of the center. Cooking, cleaning, maintenance, and service. Practicing safe operations to ensure the well-being of those seeking refuge.
- **Client Support:** Provide compassionate support and assistance to all guests, recognizing the unique challenges they face.
- **Safety Measures:** Implement and uphold safety protocols to guarantee the security of our guests and staff.
- **Documentation:** Complete accurate intakes, making sure everyone gets checked in upon arrival, keeping all needed documentation stacked and replenished.
- **Flexibility:** Demonstrate flexibility in scheduling.

Minimum Qualifications:

- Highschool diploma or equivalent
- 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.
- Working knowledge of Microsoft Office products, including Word and Excel.
- 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.

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.