



Organization: Project Homeless Connect Washington County
Position: Permanent Supportive Housing Case Manager
Status: Full Time 40 hours per week
Reports To: Housing Program Manager
Compensation: \$50,000 - \$62,000 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), bilingual incentive, gym membership
Location: Tigard, OR, office is in the complex of 20 housing clients.
Position Closes: Open Until Filled

Project Homeless Connect Washington County (PHC/PHCWC) is a nonprofit organization dedicated to empowering individuals experiencing houselessness by meeting them where they are and walking with them on their unique journeys toward stability and self-reliance. Our multi-pronged approach, built on trusting relationships, includes collaborative one-day resource events, a street outreach team, an access center, peer mentors, shelter services, and housing resources with case management. Utilizing trauma-informed care, a DEI lens, and best practices, we are working to end houselessness and transform the lives of those we serve. Our vision is to ensure that all people in Washington County have a stable place to call home by working together with partner agencies and government bodies to provide a high-quality, integrated system of services.

Why Work With Us? PHC is driven by a strong set of values: Passion, Humanity, Connection, Wellness, and Collaboration. We are committed to transforming lives and fostering an inclusive, compassionate, and supportive environment for both our staff and those we serve. Our staff is passionate about making a meaningful impact, and we strive to create a workplace where every team member's contributions are valued. We actively promote equity and inclusion, ensuring that our programs and staff culture are accessible and equitable for all, regardless of race, ethnicity, faith, culture, language, disability, gender, gender identity, sexual orientation, or family status. At PHC, you will be part of a dedicated team working to create lasting, positive change in the lives of those we serve.

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. Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (Regional Long-term Rental Assistance) and supportive housing services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability. The Permanent Supportive Housing Case Manager serves as the central point of contact for coordinating the services for the participants living in the PSH program and helping them stay successfully housed.

Primary Responsibilities:

- Provide a participant centered approach and excellent customer service that is sensitive to the challenges of homelessness, including medical and behavioral health issues that face them, in their efforts to move into and maintain permanent supportive housing.
- Embrace a “whatever it takes” approach to assist participants in their transition from homelessness to permanent housing.
- Assist households that are in permanent supportive housing to ensure they are able to maintain their housing.
- Establish rapport with participants.
- Provide a “screening in” philosophy.
- Conducts periodical phase 2, 3, & 4 assessments.
- Provide linkage to other needed providers and services.
- Ensure all documentation is prepared and entered into Homeless Management Information System (HMIS)
- Conduct assessments, develop and implement individualized case management services plan in collaboration with the participant including needs, goals, steps, timeframes, and disposition of each goal as it is met or changed.
- Ensure access to health, mental health, and substance use disorder services. Assists participants with establishing a medical home.
- Ensure connection with medication and treatment regimens.
- Conduct home visits with participants in their units.
- Assist with increasing income, job search, increased education, and social security assistance.
- Assist with independent living skills, including social, personal hygiene, budgeting and money management, legal issues and transportation as needed.
- Provide housing location services and educate participants on tenant rights and responsibilities.
- Educate participants on the appropriate use of crisis intervention services versus 911 emergency calls, etc.
- Provide eviction prevention counseling; work with property management to help participants resolve issues that threaten their housing stability including tenant rights and responsibilities.
- Maintain Professional Development growth.
- Be willing to help at Inclement weather shelter when they are activated.
- Other tasks 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.

Skills:

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

To Apply: Please include the following:

- 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.