



Organization:	Project Homeless Connect Washington County
Position:	Shelter Support Peer
Status:	Full time (Not to exceed 40 hours weekly)
Hours:	8 hours shifts 5 days per week until shelter opening, then 10 hour shifts 4 days per week.
Schedule:	Morning and Swing Shifts, Sunday thru Wednesday, or Wednesday thru Saturday.
Reports To:	Shelter Assistant Manager
Compensation:	\$22.50-\$24.50
Benefits:	80 hours PTO, 40 hours Paid Sick Time, 10 Paid Holidays, Simple IRA with 3% match, Medical, Dental, Vision (Employee Only), Bi-lingual incentive, gym membership reimbursement.
Location:	315 SW 17 th Ave. Hillsboro, OR 97123
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:

The Shelter Support Staff is essential to the smooth operation of the Shelter, ensuring services run effectively while engaging participants through a peer support lens. Using a trauma-informed approach and drawing on their own lived experience and recovery journey, the Shelter Support Staff intentionally connects with individuals navigating mental health challenges, substance use, and other life circumstances.

In this role, operational responsibilities are carried out in ways that foster trust, build rapport, and encourage participant engagement. The Shelter Support Staff meets people where they are, offering empathy, encouragement, and practical support while guiding them toward resources, personal goals, and overall wellness. By blending operational duties with intentional peer connection, this position helps create a safe, supportive, and empowering environment that promotes self-determination and holistic well-being for all Shelter participants.

Primary Responsibilities:

- Conduct routine cleaning and sanitation of interior and exterior spaces. Monitor cleanliness of facilities daily, ensuring a high standard of care and presentation.
- Provide operational support to ensure the Shelter runs smoothly and efficiently while maintaining a welcoming and supportive environment for guests. Responsibilities include completing client intakes, answering phone calls, distributing mail, monitoring guest activities, maintaining safety and security, and connecting clients with case managers and service providers. Additional duties include assisting with food service, supporting daily resource access, and performing light housekeeping to ensure a clean and organized space.
- Act as a positive role model for individuals being served, showing a healthful lifestyle orientation.
- Offer non-judgmental peer support to individuals experiencing mental health and addiction challenges, fostering hope, resilience, and a sense of belonging.
- Share personal experiences of recovery, coping strategies, and self-care techniques to inspire and empower participants on their recovery journey.
- Engage in active listening, validation, and empathetic communication to establish trusting relationships and promote a sense of connection and understanding.
- Connect participants with various models of recovery support and community resources and assist with developing a support network.
- Provide relapse prevention support services planning, following up regularly with participants.
- Using the Empowerment model, assist participants with basic life skills knowledge.
- Follow documentation guidelines and program policies that are relevant to your job

duties.

- Ensure all documentation is prepared and entered into the Homeless Management Information system (HMIS) in a timely manner.
- Provide ongoing support, encouragement, and accountability to clients, helping them navigate challenges, overcome barriers, and celebrate milestones in their recovery journey.
- Continue to learn and grow as a part of the Project Homeless Connect team.
- Provide crisis intervention and de-escalation support to individuals experiencing mental health crises, utilizing peer support principles and trauma-informed care.
- Support agency activities and initiatives related to homelessness. This can include, but is not limited to: One Day Events and Inclement Weather Shelters.
- This is not an exhaustive list of duties and responsibilities.

Minimum Qualifications:

- Highschool diploma or equivalent
- Certified Peer Support Specialist Mental Health and Addiction
- 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.
- Passion for ending homelessness.
- Knowledge of or ability to learn the Homeless Management Information System (HMIS).
- 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.
- Working knowledge of Microsoft Office products, including Word and Excel.

Experience Preferred:

- An understanding of the unique needs and struggles of individuals with high barriers to employment and housing.
- 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.

To Apply: Please send 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.