



Organization:	Project Homeless Connect Washington County
Position:	Shelter Assistant Manager
Status:	Full Time, 2:00pm - 10:00pm (weekends required)
Reports To:	Shelter Manager
Compensation:	\$63,000 - \$70,350 annually
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 <sup>th</sup> 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:** As the Shelter Assistant Manager, you will work closely with the Shelter Manager to support the day-to-day operations of our 75-bed, 24/7 shelter. In this leadership

role, you will directly oversee a team of shelter staff during your assigned shifts, serving as the primary point of contact to ensure smooth operations and a safe, supportive environment for guests and staff.

Your responsibilities will include managing staff coverage during call-outs, assisting with scheduling, maintaining inventory and placing orders, and ensuring accurate documentation and data entry. You will be the acting lead during weekends and in the Shelter Manager's absence, ensuring continuity of care and consistent shelter operations.

In addition, you will play a key role in supporting staff during crisis or de-escalation events, addressing guest needs with empathy and professionalism, and contributing to a culture of respect, safety, and trauma-informed care.

### **Primary Responsibilities:**

- Complete specialized training courses that meet PHC requirements. This includes, but is not limited to: Trauma informed care, HMIS, Crisis and Conflict De-escalation.
- Create a positive team atmosphere providing quality service to clients, staff and volunteers through active listening, positive problem solving, and timely responses.
- Follow, adhere to, and advance all Shelter program policies and procedures.
- Support agency activities and initiatives related to homelessness. This can include, but is not limited to: One Day Events and Inclement Weather Shelters.
- Supervise the day-to-day activities of the Shelter programs and direct supervision of staff.
- Direct the work of support staff via training, advice, and evaluated staff performance.
- Occasionally provide and/or arrange coverage for vacant Shelter shifts.
- Assist guests with where to find appropriate resources.
- Plan, develop, implement, and monitor short- and long-term goals and objectives, working with the Shelter Manager.
- Work with Volunteer Resources Coordinator to establish volunteer schedules and support positive relationships and experiences at the Shelter.
- Ensure all hard copy and electronic client files are updated, accurate, and in compliance with all of PHC's requirements.
- Manage data and critical client information entered into the Homeless Management Information System (HMIS) on a consistent basis.
- Ensuring Proper Documentation for Shelter Numbers such as tracking numbers of guests and services provided. Provide support and oversight of staff data entry.
- Develop strong working relationships with key community partners slated to provide resources at the Shelter.
- Assist with fostering positive relationships with neighboring businesses utilizing a proactive approach to potential issues that may arise.
- Assist with purchasing supplies for program activities and service needs in alignment with program budget.
- Providing daily reports to the Shelter Manager.

- Occasionally drive to and from locations for meetings and supplies. Valid drivers licence required.
- Other tasks as assigned.

**Experience Preferred:**

- BSW and/or equivalent experience preferred, plus 2 years of supervising experience.
- Strong preference given to speakers of two or more languages.
- Knowledge of computers, software programs and databases
- Experience working with HMIS
- Excellent verbal and written communications, problem solving and team work.
- Strong interpersonal skills working with guests and staff from diverse backgrounds. This includes, but is not limited to: ethnic, religious, physical, sexual orientation, and mental abilities.
- Ability to adapt to evolving social situations, remain calm in stressful situations and self-regulate emotions while interacting with guests and staff.
- Ability to maintain confidentiality of client and organizational information
- Ability to work independently on multiple projects in a timely fashion
- Ability to work a flexible schedule
- 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.
- 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.

**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.*