



Organization:	Project Homeless Connect Washington County
Position:	Shelter Liaison
Status:	Full Time – (Not to Exceed 40 hours per week)
Reports To:	Shelter Assistant Manager
Hours:	8 hour shifts, 5 days a week until Shelter opening, then 10 hour shifts 4 days a week.
Schedule:	Morning and Swing shifts, Sunday thru Wednesday or, Wednesday thru Saturday.
Compensation:	
Benefits:	80 hours PTO, 40 hours paid sick time, 10 paid holidays, Simple IRA w/3% match, Medical, Dental, Vision
Location:	315 SW 17 th Ave. Hillsboro, OR 97123
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, 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: The Shelter Liaison works under the supervision of the shelter program manager to provide high quality Shelter Liaison Services to participants currently enrolled within PHC's shelter program. This position will work collaboratively with shelter management, and staff to address the social and housing needs of participants.

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, in efforts to achieve or obtain stable housing.
- Facilitate routine case conferencing meetings with County and PHC staff to establish a congruent service plan that addresses housing, social, and health needs of participants.
- Work collaboratively with PHC staff to follow up on service referrals and reconnect participants into housing services when needed.
- Conduct Washington County Community Connect assessments for participants and complete referrals to long and medium-term housing supports when appropriate.
- Conduct face to face screening and obtain consents.
- Provide rapid, one-time housing crisis resolution services to participants. Services may include making shelter referrals, administering hotel vouchers, assisting with utility arrears, or administering one-time financial assistance.
- Provide eviction prevention services as needed. Services may include paying rental arrears and working with property management to help participants resolve issues that threaten their housing stability including tenant rights and responsibilities.
- Ensure all documentation is prepared and entered into the Homeless Management Information system (HMIS) in a timely manner.
- Maintain working knowledge of tenant rights and responsibilities as well as fair housing laws. Stay informed of emerging housing resources and services throughout Washington County.
- Assist with connecting housing service recipients to PHC services when appropriate.
- Maintain Professional Development growth.

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.

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 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.

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.