



Organization: Project Homeless Connect Washington County  
Position: Housing Case Manager (HCMS)  
Status: Full Time (40 hours per week)  
Reports To: Program Manager  
Compensation: Starting at \$25/hr 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: Hillsboro, OR  
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. Housing Case Management Services (HCMS) forms the primary driver of the services available to participants in supportive housing. The participants served in HCMS are experiencing extremely low incomes, one or more disabling conditions, and who are experiencing or at imminent risk of experiencing long-term or frequent episodes of literal homelessness. The Housing Case Manager serves as the central point of contact for coordinating the services for the participant to achieve and maintain health and housing stability.

### **Primary Responsibilities:**

- Adopt a participant-centered approach: Provide exceptional customer service, acknowledging the unique challenges faced by individuals experiencing homelessness, including medical and behavioral health issues, while supporting their transition to and maintenance of permanent supportive housing.
- Embrace a "whatever it takes" mentality: Facilitate participants' journey from homelessness to permanent housing through a flexible and dedicated approach.
- Support permanent supportive housing households: Assist households in permanent supportive housing to ensure they can sustain their housing stability.
- Build rapport with participants: Establish and maintain positive relationships with program participants.
- Implement a "screening in" philosophy: Approach participant assessments with a focus on inclusion.
- Conduct periodic assessments: Regularly evaluate participants' needs and progress.
- Facilitate linkages to other service providers: Connect participants with additional services and resources as needed.
- Ensure accurate documentation: Prepare and enter all necessary documentation into the Homeless Management Information System (HMIS).
- Develop individualized case management plans: Collaborate with participants to create tailored plans encompassing needs, goals, steps, timeframes, and goal dispositions.
- Collaborate with on-site management and services coordinators: Work closely with property management and services coordinators to provide comprehensive support to clients.
- Conduct home visits: Visit participants in their units to assess living conditions and provide personalized assistance.
- Assist with income enhancement: Support participants in increasing income through job searches, education, and social security assistance.
- Provide life skills coaching: Assist with personal and social development, personal hygiene, budgeting, money management, legal issues, and transportation.
- Offer housing location services: Assist participants in finding suitable housing and educate them on tenant rights and responsibilities.
- Educate on crisis intervention: Instruct participants on appropriate use of crisis intervention services versus emergency calls to 911.
- Deliver eviction prevention counseling: Work with property management to resolve issues jeopardizing housing stability, addressing tenant rights and responsibilities.
- Support lease compliance: Collaborate with property management to ensure participants

adhere to lease agreements.

- Pursue professional development: Continuously grow in professional competence and skills.
- Complete assigned tasks: Undertake any additional responsibilities 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. Use of a personal or company vehicle is required.
- 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.

### **To Apply: Please send 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.