

Job Announcement

Job Title: Shelter Resource Coordinator
Department: Emergency Services/ Social Services
Reports to: Gresham Women's Shelter Manager
Hours: Full-time, Non-Exempt, somewhat flexible, one weekend day required. 40 hours
Status: Non-Exempt
Compensation: Starting salary: \$16.54 - \$17.89/hour, DOE, 100% paid Medical and Dental, AD&D, short and long term disability insurance, holidays and paid leave
Location: Gresham Women's Shelter – East County

Want to help make a difference? For 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has an Anti-Oppression Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as coordinating staff diversity trainings and providing ongoing input into our equity planning.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan with a 2% employer match after three months of employment.

SUMMARY

Work closely with Human Solutions' staff members, shelter participants, community members, and partner agencies to coordinate services and support. Bridge gaps between agencies to align services and strengthen community. Support new programming initiatives to connect participants to services or resources.

DUTIES & RESPONSIBILITIES

Essential

- Collaborate with household members to develop and implement an individualized and flexible action plan.
- Apply program funds appropriately to each household based on their goal plan.
- Collaborate with the Diversion team to staff difficult action plans.
- Organize and maintain files up to standards required by the funders. This includes, but is not limited to, current case notes and goal plans for each household.
- Use creativity and resourcefulness to ensure participants are aware of all community resources available for them and advocate with other service providers for the needs of our participants.
- Bring in resources, referrals, and information that people staying at shelter have identified that they want.
- Connect with people to meet them where they are at, be courteous and encouraging to a wide variety of people. Some of whom may be experiencing a crisis.
- Process payments in accordance with Human Solutions' finance procedures.
- Complete data entry, ServicePoint, and reporting requirements.
- Apply Assertive Engagement and Trauma Informed Care skills to help participants move forward with the goals they set for themselves.
- Facilitate budget discussions with participants to formulate and implement a plan that allows them to successfully manage financial resources, provide for current needs, pay down debts where possible, and plan for the future.
- Maintain accurate, complete, up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems. Submit paperwork and complete data entry in a timely manner.

Secondary

- Meet with the housing specialist team and work with them to improve services and outcomes.
- Participate in supervision meetings, department meetings, and Human Solutions all staff meetings.
- Other duties as assigned. It is impossible to predict the many requests and assignments that can and will be made in this position. Flexibility and a cooperative spirit are important for the successful operation of Human Solutions.

QUALIFICATIONS

The successful candidate must be able to perform each essential duty satisfactorily. Fluency in any one of the following languages is preferred, but not required: Arabic, Somali, Chuuk, Vietnamese, Spanish, or American Sign Language. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Social, economic, and systemic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater housing stability and have greater control of their well-being.
- Community resources and agencies providing social services needed by homeless families and those experiencing poverty.
- The effects of trauma and how trauma can impact families experiencing homelessness and poverty.

Ability to:

- Work independently.
- Partner with participants to identify their strengths, needs, options and effective solutions.
- Non-judgmentally elicit information and help problem solve around sensitive issues including, but not limited to, alcohol and drug use, domestic violence, child abuse and mental health, and criminal activity.
- Plan and coordinate delivery of services.
- Empower and support families in life choices and change.
- Work with landlords to facilitate housing for hard-to-house families.
- Provide leadership and facilitate group process, and to relate and work cooperatively with all volunteers and staff.
- Develop and maintain productive working relationships within Human Solutions, with property managers, public and private agencies, the general public, and program participants.
- Provide culturally sensitive services to a broad diversity of homeless and formerly homeless families.
- Prepare and maintain clear, accurate, complete and timely records and reports.
- Understand and follow complex written and oral instructions, rules and procedures.
- Work independently and be a vital and contributing part of a team.
- Represent Human Solutions at inter-agency and funder meetings as requested by supervisor.
- Maintain professional boundaries with all families served.
- Maintain professional conduct within the agency, with community partners, and the public in the performance of work.

EDUCATION and/or EXPERIENCE

- Bachelor's Degree in social service/social sciences field with at least six (6) months case management experience including housing families or individuals; or any combination of education and work experience in social services and case management totaling two years.
- Experience with crisis intervention, community networking and resource development.
- Experience delivering services using Assertive Engagement techniques (i.e. Strength Based Case Management, Motivational Interviewing (Assertive Community Treatment)).
- Bi-lingual, bi-cultural. Preferred but not required.
- General computer and word processing skills and willingness to learn other computer skills.
- Rent Well Instructor certification preferred, but not required.

TRANSPORTATION

If the applicant has a car used during work hours must have current Driver's License and current automobile insurance carrying 100/300 limits of liability.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

There are animals at the Gresham Women's Shelter that participants can bring in with them.

TO APPLY

Please send resume with cover letter and three professional references to: Marcela Cartagena, Gresham Women's Shelter Manager via email at mcartagena@humansolutions.org. References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. Applications will be reviewed as quickly as possible after submission. No phone calls please.