

Job Announcement

Job Title:	Retention Worker
Department:	Social Services
Reports to:	Community Programs Manager
Hours:	Full Time (40 hours/week), generally 8-5 M-F (occasional evening and weekend work)
Location:	Gresham Women's Shelter/Chestnut Tree Shelter (East Multnomah)
Compensation:	\$18.00-\$19.47/hour, depending on experience
Benefits:	Medical, dental, short and long term disability and AD&D insurance, holidays and paid leave

Want to help make a difference? Human Solutions counters the forces that keep people and communities in poverty by building relationships and assets that create opportunity - today and for future generations.

We partner with people and communities impacted by poverty so they can achieve long-term housing and economic security. We invest in affordable housing and community assets that contribute to strong, inclusive neighborhoods. We advocate with our community for policies and investments that expand housing and economic opportunity, eliminate wealth inequality and end poverty.

East Portland/East Multnomah County, Oregon is our home and the heart of our investments, advocacy and programs.

Human Solutions envisions vibrant, healthy neighborhoods where all people can share in the security, hopes and advantages of a thriving, supportive community.

Human Solutions operates as a nimble, financially strong organization driven by our passion, strategic goals and [guiding principles](#).

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 work.

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, 13 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, 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.
- Six weeks of sabbatical leave for every seven years of consecutive employment with the agency.

SUMMARY

Provide strengths-based advocacy and retention support services with single adults who identify as female who have been recently homeless and have secured permanent housing. Many participants have aspirations and face multiple challenging issues that may be barriers for them. Deliver services within the framework of Assertive Engagement and Trauma Informed Care to help them achieve their aspirations. Work in collaboration with Participants to develop and maintain the implementation of a holistic goal plan aimed at addressing various life domains – Housing, Income, Education, Wellness & Health, and Social Capital. This position will work with our Adult Housing Placement out of Shelter Team, which consists of Housing Specialists, a Retention Worker and Peer Support Specialists, as well as shelter staff members.

DUTIES & RESPONSIBILITIES

Essential

- Conduct an in-depth assessment with participants for service including but not limited to: demographics, income verification, housing status and short and long term needs and goals.
- Collaborate with participants to develop and implement an individualized and flexible action plan with specific goals, which systematically addresses the various life domains - Housing, Income, Education, Wellness & Health, and Social Capital.
- Work collaboratively with a broad diversity of participants including people of all races, nationalities, languages, ages, and abilities.
- Apply program funds appropriately to each household based on their goal plan and assess the duration of participation in program based on their identified needs.
- Utilize assertive Engagement and Trauma Informed Care skills in a culturally responsive manner to effectively motivate individuals to achieve their goals.
- Engage with households at least once a month to update progress, address other needs, and provide any other ongoing supportive services.
- Use creativity and resourcefulness to ensure that participants are aware of all community resources available to them
- Advocate with other service providers for the needs of participants as appropriate, which may include, but are not limited to, housing stability, counseling services, substance use treatment, employment, veterans services, benefits acquisition, physical and mental health care, and legal services.

- Work with property managers to resolve any issues arising from the tenancy of single adults on your caseload and assist other staff in this area as needed.
- 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 and make regular entries regarding the status of their situation and their activities to achieve goals. Proper eligibility documentation.
- Maintain accurate, complete, and up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems (ETO and Service Point). Submit paperwork in a timely manner.
- Preparing and submitting monthly/quarterly/yearly reports to the funder.

Secondary

- Assist with establishing and maintaining relationships with community partners make recommendations for additional partners as needed, including landlords.
- Conduct telephone or written follow ups with each household in accordance with requirements of funding sources.
- Participate in regular supervision check-ins, monthly department staff meetings and all staff trainings.
- Participate in community meetings/outreach events as appropriate, including but not limited to information and referral and interagency partnerships.
- 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. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Development and implementation of client centered service planning.
- Social, economic, and systemic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater housing stability.
- Community resources and agencies providing social services needed by homeless and low income population.
- The effects of trauma on individuals experiencing homelessness and poverty.
- Local and regional housing markets, basic landlord tenant laws and tenant rights.

Ability to:

- 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, and mental health, and criminal background.
- Empower and support homeless and low income persons in life choices and change.
- Knowledge of, and/or willingness to learn and apply an Assertive Engagement model of providing services and incorporating Trauma-Informed principles to services rendered.
- Work cooperatively and productively with volunteers and staff.
- Develop and maintain productive working relationships within Human Solutions, with public and private agencies, the general public and participants.
- Demonstrate cultural sensitivity and competency when working with diverse populations.

- Prepare and maintain clear, accurate, complete and timely records and reports.
- Maintain strict confidentiality and professional boundaries with all households served.
- Understand and follow complex written and oral instructions, rules and procedures.
- Work independently and at the same time be a vital and contributing part of a team.

EDUCATION and/or EXPERIENCE

- Bachelor's Degree in social service/social sciences field with at least six (6) months case management experience; or any combination of education and work experience in social services and case management totaling two years.
- At least one year experience developing and/or implementing individualized service plans.
- Experience with crisis intervention, community networking and resource development.
- Experience delivering services in a culturally responsive approach using Assertive Engagement techniques (i.e. Strength Based Case Management, Motivational Interviewing, Assertive Community Treatment).
- Bi-Lingual/Bi-Cultural preferred but not required.
- English fluency required, written and spoken.
- General computer, word processing and spreadsheet skills.
- Experience and intermediate skills with Microsoft Office (Word, Excel, Outlook)

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.

TRANSPORTATION

Possession of a valid driver's license, clean driving record and reliable transportation required. Vehicle insurance coverage limits must be \$100,000 bodily injury liability for one person, \$300,000 bodily injury liability for all people in an accident and \$100,000 property damage liability.

TO APPLY

Please apply via our career center, submitting a resume, cover letter and three professional references (include: name, phone, email, job title, and professional relationship to you (for example: supervisor or co-worker)) to: Amie Diffenauer via:

<https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ddc01fb9-194a->

[49ca-800b-5187d8837399&cclid=19000101_000001&lang=en_US](#). This position is open until filled.
Please no phone calls.