



HOUSING SENIORS | CREATING HOPE | PILOTING CHANGE

POSITION DESCRIPTION

POSITION TITLE: Bilingual Housing Case Manager

POSITION PURPOSE: Provide assessment and housing case management services to low-income individuals aged 55 and over who reside in Multnomah County

REPORTS TO: Case Management Services Manager

ACCOUNTABILITIES:

1. Maintain a caseload of approximately 40 clients. Work collaboratively and respectfully with clients to develop effective housing plans to address immediate and long-term housing and healthcare needs. Meet regularly with clients to provide ongoing needs assessment and to assist with access to resources and services that support their housing plans.
2. Provide assistance with housing applications, advocacy with potential landlords, furniture, moving assistance, and move-in kits to households receiving permanent housing placement and/or eviction prevention services.
3. Engage with and respond to landlords and community partners in a timely, positive and professional manner.
4. Maintain timely, accurate, and appropriate documentation of services in Multnomah County's Homeless Management Information System (HMIS).
5. Actively participate in the weekly Housing Program meeting and the monthly All-Staff meeting. Work cooperatively with colleagues and contribute ideas to improve and support the work of the program and organization.
6. Provide services in a manner consistent with NWPP mission and values, and using best practices. Actively participate in ongoing trainings relevant to the shared work of the organization.

7. Engage in meaningful training, self-examination, and action directed at promoting diversity, equity, and inclusion on institutional, interpersonal, and intrapersonal levels, particularly in the areas of race and ethnicity.
8. Other duties as assigned.
9. Adherence to current Personnel Policies of the agency.

REQUIRED QUALIFICATIONS:

- Experience working effectively with adults from diverse backgrounds and cultures.
- Minimum of one year experience directly providing social services to low-income households.
- Minimum of one year experience using Spanish in a social service setting.
- Advanced level of oral and written proficiency in English and Spanish, not specific to any one regional use of Spanish.
- Interest in working directly with people who may be experiencing a variety of challenges, including poverty, aging, homelessness, and significant health issues.
- Excellent interpersonal skills.
- Experience working with computers, databases, and commonly used software.
- Ability to pass a background check.

PREFERRED QUALIFICATIONS

- Bachelor's degree from accredited college or university.
- Familiarity with Homeless Management Information Systems (HMIS).
- Valid driver's license and clean driving record.
- Ability to multi-task, meet deadlines, and maintain a sense of humor.

This job description does not constitute a contract of employment.

Northwest Pilot Project is an Equal Opportunity Employer