



HOUSING SENIORS | CREATING HOPE | PILOTING CHANGE

POSITION DESCRIPTION

POSITION TITLE:	Bilingual PSH Case Manager
POSITION PURPOSE:	Provide case management services to clients participating in NWPP's Permanent Supportive Housing (PSH) program
REPORTS TO:	PSH Program Manager

ACCOUNTABILITIES:

1. Maintain a caseload of approximately 15 clients, with an emphasis on serving clients whose first language is Spanish. Work collaboratively and respectfully with clients to develop effective housing plans to address immediate and long-term housing and healthcare needs.
2. Meet regularly with clients to assist with access to resources and services using a strengths-based and client-centered approach.
3. Provide assistance with housing applications, advocacy with potential landlords, furniture, moving assistance, and move-in kits as needed to households receiving permanent housing placement.
4. Practice active engagement with clients by initiating contact at least monthly, preferably in person, to offer supportive services.
5. Provide community-based support by regularly visiting clients' housing, and accompanying clients to appointments.
6. Engage with and respond to landlords and community partners in a timely, positive and professional manner.
7. Maintain timely, accurate, and appropriate documentation of services in Multnomah County's Homeless Management Information System (HMIS).

8. 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.
9. 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.
10. 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.
11. Other duties as assigned.
12. 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.