

Job Announcement

Bilingual HIS Diversion and Intake Specialist



Do you have a passion for affordable housing and ending homelessness? Do you believe everyone deserves a place to call home? Northwest Housing Alternatives is in need of a skilled individual to serve as a hub for the Homeless Intervention Services (HIS) team and an initial contact for individuals requesting services from the community.

A successful candidate will have exceptional people skills to help identify solutions and alternative housing arrangements to quickly resolve a housing crisis. They will be flexible, a quick learner, and adept in working with different computer data bases. This position is multi-faceted as they are often the first point of contact either by phone or in person. An assessment is conducted with individuals and families experiencing a housing crisis to identify immediate needs and resources. This position will also assign new cases to case managers and serve as a member of the data quality team.

The ideal candidate will have knowledge and/or experience with diversion, homelessness and housing. Must be bilingual in Spanish. Demonstrated experience with Homeless Management Information System and Salesforce/Exponent is preferred.

This is a non-exempt position that is 40 hours per week, Monday through Friday 8:30am to 5pm (plus an occasional weekend day). Pay is \$18.50 – \$22 per hour depending on relevant experience.

NHA offers a great work environment and an opportunity to work with a group of committed and passionate employees just seven miles south of downtown Portland. NHA provides a full range of benefits, including but not limited to the following:

- Excellent health coverage through Kaiser Permanente, including multiple medical and dental plan options; NHA contributes 100% of the cost of coverage for the employee each year, plus an additional \$250/month if the employee adds dependents. Alternative care and vision included.
- 7% match after the first year of employment for our 403(b) plan with T. Rowe Price.
- Generous vacation and sick leave.
- 4 weeks of paid parental leave.

Key Responsibilities:

- Provide information and referrals regarding housing and community resources for telephone inquiries or walk ins
- Administer a strengths-based needs assessment to determine eligibility for prevention, diversion, or rapid re-housing services
- Work creatively to brainstorm potential housing solutions and together explore best options to address current housing crisis
- Assist participants in advocating for their needs and accessing services and resources
- Guide participants with landlord tenant issues and refer to appropriate legal services
- Enter and maintain participant data into HMIS in a timely manner
- Run reports regularly to identify and resolve data issues
- Collaborate with team members, county employees and other community partners

Skills and knowledge:

- Ability to actively listen and appropriately respond to people experiencing the crisis of poverty
- Willingness and ability to work well with people from a variety of racial, cultural, social, and economic backgrounds with various lifestyles, sexual orientations, and of all ages and genders.
- Knowledge of Housing First and Trauma Informed principals
- Training in Motivational Interviewing and Assertive Engagement
- Strong interpersonal skills and personal boundaries
- Knowledge of Homeless Management Information System (HMIS)
- Knowledge of Oregon landlord tenant laws
- Adept in MS Office and knowledge of Salesforce or equivalent electronic case management software
- Detailed oriented with excellent data entry skills
- Meets deadlines and completes multiple tasks in a timely manner
- Demonstrated ability to work effectively independently and in a team
- Demonstrated critical thinking and analytical skills
- Knowledge of Microsoft Word/Excel/Outlook/PowerPoint
- Able to communicate effectively both orally and in writing

Basic Qualifications:

- College degree in social services or related field; experience working in the field of homelessness and housing preferred
- Fluent oral and written skills in Spanish
- Demonstrated problem solving, conflict mediation, and crisis management skills
- Ability to successfully pass a criminal background check
- Valid Oregon driver's license, good driving record and proof of insurance

Northwest Housing Alternatives is committed to supporting a diverse workforce and does not discriminate in employment based on race, color, gender, religion, national origin, age, disability, marital status, sexual orientation or gender identity, or any other status protected by law.

Please email your cover letter and resume to info@nwhousing.org.