

Job Announcement

Bilingual Coordinated Housing Assessment 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 like you to serve as an initial contact for people requesting housing support services! The ideal candidate will have knowledge and/or experience with system diversion, homelessness and housing and must be bilingual in Spanish.

NHA is a collaborative partner with Clackamas County Social Services and other community partners that operates the Coordinated Housing Access (CHA) line. The CHA line eliminates the need for people seeking housing to call multiple programs and go through multiple screenings by centralizing this function into one assessment. Therefore, you should have exceptional people skills to help identify solutions to quickly resolve housing crises and divert people from homelessness. This position serves as the first point of contact for people who are experiencing housing insecurity at NHA. The Bilingual CHA Specialist will assess and match individuals and families with the programs that best meet their needs, assigns new cases to NHA case managers and serves as a member of the data quality team.

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

Key Responsibilities:

- Conduct telephone assessments and in-person interviews with individuals experiencing a housing crisis or homelessness to determine their level of need
- Provide appropriate information and referrals regarding housing and community resources
- Brainstorm potential housing solutions and explore best options to address current housing crisis, including advocating for client needs, accessing services and resources, solving landlord tenant issues, and referring to appropriate legal services
- Enter data from assessments into Service Point HMIS and make referrals within the system when people or households qualify for one or more housing programs.
- Collaborate with NHA team members, county employees and other community partners

Basic Qualifications:

- College degree in social services or related field (or equivalent experience)
- Experience working in the field of homelessness and housing
- Fluent Spanish oral and written skills
- 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
- Maintain strict confidentiality, professional ethics and -personal boundaries
- Demonstrated problem solving, conflict mediation, and crisis management skills
- Ability to successfully pass a criminal background check
- Valid Oregon identification

Preferred skills and knowledge:

- Knowledge of Housing First and Trauma-Informed principles
- Training in Motivational Interviewing and Assertive Engagement

- Knowledge of Homeless Management Information System (HMIS)
- Knowledge of Oregon landlord tenant laws
- Adept in MS Office
- Familiarity with Salesforce or equivalent electronic case management software
- Detail oriented with excellent data entry skills
- Demonstrated critical thinking and analytical skills
- Able to communicate effectively both orally and in writing

About Northwest Housing Alternatives

NHA offers a great work environment and an opportunity to work with a group of committed and passionate coworkers 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
- Hourly bilingual premium

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.