

# Job Announcement

## Family Support Specialist

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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 work directly with families served by DHS Self Sufficiency and Child Welfare. The ideal candidate will have knowledge and/or experience with fair housing, landlord/tenant laws, and issues related to homelessness. You should also have exceptional people skills working with families in crisis to obtain or retain housing and avoid homelessness through a trauma informed lens.

This is a 40 hour/week non-exempt position (Monday - Friday 8:30am to 5pm, plus an occasional weekend day). Pay is \$19.50 – \$23 per hour depending on relevant experience.

### Key Responsibilities:

- Collaborate with DHS caseworkers on referrals for families in need of homelessness prevention or who are currently experiencing homelessness;
- Conduct an intake, assessment, and evaluation on the needs and resources of the household using a strengths based and trauma informed approach;
- Determine appropriate levels of financial assistance and coordinate the provision of housing assistance;
- Provide guidance and act as a resource for DHS caseworkers on issues related to housing;
- Provide information and referral of community resources to participants in order to achieve goals;
- Develop individual service plans with the participant to achieve stability in housing;
- Complete accurate and timely documentation;

### Basic Qualifications:

- College degree in social services or related field (or equivalent experience)
- Experience working in the field of homelessness and housing
- 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
- Strong interpersonal skills 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 fair housing and Oregon landlord tenant laws
- Adept in MS Office
- 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](mailto:info@nwhousing.org).