



JOB DESCRIPTION Housing Navigator and Case Management Specialist

Duration: Permanent, Full-Time, Hourly

Reports To: Director of Programs

Salary Range: \$54,000-\$58,000, opportunity for bilingual pay differential, DOE.

Benefits: Medical, Vision & Dental Insurance premiums 100% covered for employee;
Employer Funded 403(b) Pension;
Vacation, Holidays, Sick Leave, Bereavement;
Life Insurance, Short Term and Long-Term Disability;
Two weeks parental leave;
Employee Assistance Program;
Sabbatical (four weeks paid) after seven years;
Approximate 36-hour work week - four hours “wellness” benefit, compensation is based on 40 hours.

About CPAH

Join us at CPAH and be part of a team dedicated to supporting our growing organization, serving over 500 households in rental housing in Washington County and SW Portland and another 100 participants who are exiting homelessness. Over the last two years, CPAH has been experiencing change and growth through expansion into providing Supportive Housing Services (SHS) in partnership with Washington County to households experiencing homelessness. CPAH’s Supportive Housing Services Team has been intentional in building partnership with Washington County and other community organizations, successfully implementing these new services. With this growth, opportunities have arisen for the SHS team, including the addition of new positions. CPAH is excited to embark on this next phase of Supportive Housing Services!

CPAH is dedicated not only to ensuring equitable access to housing, but also to building a team that reflects the diversity of our residents and represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

Position Summary:

In support of CPAH’s mission and the goals connected to Washington County’s Supportive Housing Services (SHS) program, this position will be responsible for housing navigation, housing placement, and intensive case management for individuals and families experiencing homelessness. This position works closely with Washington County’s homelessness service and housing systems to address homelessness in the region. This position will coordinate with CPAH’s resident services team and local community partners to meet the needs of residents and leverage existing capacity and resources.

Primary Responsibilities:

- Provide housing navigation and placement services for families and individuals experiencing homelessness in Washington County. Make initial connection with clients via Community Connect.
- Provide ongoing stabilization services and comprehensive case management for up to twenty diverse individuals and families moving into housing. Provide necessary support to ensure housing stabilization.
- Complete initial intake and assessment of participants to assess needs in order to connect participants with necessary services.
- Provide appropriate resources, tools, and case management skills to assist participants in achieving their case plan goals; making referrals for services and following up to ensure resident needs are met.
- Support participants with move in process. Ensure apartments are adequate and move-in ready. Rehouse participants when needed.
- Build collaborative partnerships with community partners and service providers. Work closely with other agency programs to maximize participants outcomes, program goals and CPAH's mission. Coordinate with property management and community resident services to meet resident needs and stabilize housing.
- Work closely with housing and homelessness service systems including Community Connect and the Housing Authority of Washington County. Assist residents in finding an appropriate residence.
- Enter resident demographics, data, and case notes into online database system, HMIS.
- Maintain work schedule as required by program needs with adequate flexibility.
- Complete training for Supportive Housing Services program as required by Washington County.

Qualifications:

To be successful as our Enhanced Rapid Re-Housing Program Specialist, you will need:

- At least two years' experience developing case plans and applying case management skills to difficult situations and behaviors.
- At least one year experience working with individuals and families with the experience of homelessness, including people with symptoms of mental health and substance use diagnoses.
- Experience working with diverse populations providing culturally responsive services.
- Knowledge of systems such as Medicaid/Medicare, Community Connect, and local Housing Authorities.
- Experience collaborating with community partners and service providers to meet resident needs.
- Strong verbal and written communication skills, including ability to effectively communicate with individuals in distress.
- Experience using participant centered, trauma informed, and de-escalation practices.
- Proven ability to work with efficiency and flexibility.

- Passionate about CPAH's mission and impact.
- Ability to maintain appropriate professional boundaries with residents.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Word.

As an equal opportunity employer, CPAH is committed to building a culturally diverse and inclusive environment and we are actively seeking to recruit a diverse applicant pool.

Bilingual and/or multicultural individuals are encouraged to apply. CPAH values experience working with historically underserved populations and communities of color and offers a pay differential for staff who can speak languages relevant to our resident community.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

CPAH values passion around affordable housing. And not to be understated, a sense of humor and desire to be part of a learning and growing team.

Unique Job Conditions

Requires occasional participation in evening and weekend meetings or events.

Occasionally required to lift more than 25 pounds.

This job is primarily in the field meeting with HCMS program participants.

Proof of COVID-19 vaccination is required.

To Apply

Both a resume and a cover letter are required, and great cover letters describe your interest and qualifications (including equivalent experience) for this position, your commitment to diversity, equity, and inclusion, and your perspective on affordable housing in our community.

To apply for this job, email your cover letter and resume to jobs@cpahoregon.org.

For more information on CPAH, please visit our website at cpahoregon.org.

This position will be open until filled.

CPAH does not discriminate against any person on the basis of age, race, color, religion, sex, sexual orientation or gender identity, disability (physical, mental or developmental), familial or marital status, or national origin, in admission or access to, or treatment of, residents, employees or volunteers in any of its projects or programs.

