



Job Description: Supportive Housing Services Case Manager

Hours: 40 hours/week

Reports To: Supportive Housing Services Program Manager

Compensation: \$28-\$35/hour, plus paid agency holidays, sick and vacation time, health/vision/dental insurance, matching retirement plan and other benefits

Introduction

Bienestar is a community-based affordable housing developer whose mission is to build housing, hope and community for the well-being of Latinxs, immigrants and all families in need. The organization has grown in size and complexity in recent years, launching new service areas and developing new affordable housing properties. In the face of the housing crisis facing our community, Bienestar has embraced innovation, deepened its roots in our community and our commitment to social justice, and staked out ambitious goals in our strategic plan. Bienestar is on the move, making a difference every day, working hard, and having fun while we do it – come join us!

Position Summary

Under the supervision of the SHS Program Manager, the bilingual SHS Case Manager will build relationships with homeless community members, provide advocacy, and assist with connection to benefits and housing.

The primary goal is to identify unsheltered homeless individuals through direct street outreach activities and through community referrals from mental health, local law enforcement and other social service agencies. In identifying highly vulnerable homeless individuals, the case manager will administer assessment tools, facilitate placement into emergency housing, if needed, and connect to social services and permanent housing. Provide case management for 20 households. The case manager will also assist them in obtaining housing readiness documentation and accompany them through the housing application process.

The position will operate in a network of providers established by Washington County's Division of Housing Services, Community Action Organization and other organizations in Washington County.

Primary Responsibilities:

- Work collaboratively with the SHS Program Manager and agency partners to conduct outreach in the community, focusing on those who are most vulnerable.
- Work with shelters, street outreach and career coaches to conduct assessments.
- Assist homeless individuals with accessing resources and making referrals.
- Provide advocacy for homeless individuals or families when they encounter barriers.
- Assist in identifying appropriate housing search and completing housing applications.
- Develop move in and rent plans.
- Housing retention support
- Provide support for people as they transition from homelessness to housing.



- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed. Provide home visits and contact families by phone.
- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless neighbors.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Client data entry information using HMIS system.
- Assist with finding different methods of transportation for clients or may need to provide personal transportation as needed.
- Other duties as assigned by the SHS Program Manager and the Executive Director.

Qualifications:

- Bi-lingual English and Spanish language required.
- High school diploma or equivalent, with a minimum of 1 year of social services experience
- Exhibits dedication to the mission and vision of Bienestar Inc.
- Works effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Listens with sensitivity to other people's feelings, needs, and point of view; demonstrates tact and courtesy in expressing options or ideas, and recognizing opportunities to enhance community relations.
- Has basic computer skills, use of Microsoft Office suite of programs, email, and related technology; must maintain related data tracking systems, including case notes.
- Maintains a non-judgmental attitude and a display of unconditional positive regard, is caring and compassionate.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Completes tasks in a timely and efficient manner, utilizing good organizational skills. Has the ability to manage multiple cases efficiently and effectively.
- Adapts well to changing priorities and challenging individuals.
- Effectively works within a team as well as individual.
- Maintains personal and professional integrity and handles confidential information with discretion.
- Possesses a valid driver's license, proof of insurance.
- Able to work flexible hours, sometimes working on weekends.

To Apply: Please send a resume and cover letter explaining your interest in the position and why you believe you are qualified. In addition, please complete an Employment Application form found here: <https://bit.ly/bienestar-employment-application>.

Your resume, cover letter, and Employment Application are to be sent to Gustavo Martinez, gmartinez@bienestar-or.org. **Closing Date:** Open until filled.