



**Job Description:** Homeless Services Housing Liaison

**Hours:** 40 hours/week

**Reports To:** Director of Homeless Services

**Compensation:** \$29.77-35.80 /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:** The Housing Liaison works under the supervision of the Director of Homeless Services to provide high quality housing liaison services to participants receiving a rental voucher from the Housing Authority who are experiencing housing instability, with a particular focus on the different voucher types offered by the Housing Authority. Participant needs will range from intensive short-term support to permanent supportive housing. This position will work collaboratively with the program staff at Washington County Housing Authority to address the social and housing needs of participants. Depending on demand, this position may be co-located at the Washington County Housing Authority office in Downtown Hillsboro and Bienestar’s office and requires some field work out of the office as well. Bienestar also has a hybrid remote work environment, meaning that some of the work will be done from home.

### **Primary Responsibilities:**

- Provide a participant centered approach and excellent customer service that is sensitive to the challenges of homelessness, including medical and behavioral issues, in efforts to achieve or obtain stable housing.
- Facilitate routine case conferencing meetings with the Housing Authority program staff to establish a congruent service plan that addresses housing, social, and health needs of participants.
- Function as a “subject matter expert” on housing resources and services in Washington County.
- Stay up to date on programmatic and legal aspects of all housing vouchers offered by the Housing Authority.
- Work collaboratively with the Housing Authority program staff to follow up on service referrals and reconnect participants into housing services when needed.



- Conduct face to face screening and obtain consents from participants.
- Provide rapid, one-time housing crisis resolution services to participants. Services may include making shelter referrals, administering hotel vouchers, assisting with utility arrears, or administering one-time financial assistance.
- Provide eviction prevention services as needed. Services may include paying rental arrears and working with property management to help participants resolve issues that threaten their housing stability including housing rights and responsibilities.
- Ensure all documentation is prepared and entered into the Homeless Management Information system (HMIS) in a timely manner.
- Maintain working knowledge of tenant rights and responsibilities as well as fair housing laws. Stay informed of emerging housing resources and services throughout Washington County.
- Work collaboratively with Bienestar's Supportive Housing Services team
- Maintain Professional Development growth.

#### **Qualifications:**

- Associates degree in a human service or related field or a minimum of 2 years of experience providing related services to similar population.
- Lived experience can be used in place of educational requirements.
- Exhibits dedication to the mission and vision of Bienestar
- Works effectively with people of varying racial, ethnic, cultural, educational, and socio- economic backgrounds.
- Understands severe mental health, physical health, and substance abuse issues and symptoms.
- 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.
- English and Spanish language required.

**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](mailto:gmartinez@bienestar-or.org). **Closing Date:** Open until filled.