



Clackamas Service Center (CSC) Housing Specialist

Position Title: Housing Specialist

Classification: Full Time, non-exempt, benefitted

Hours: 35-40 hrs/week, flexible between Monday – Friday, 9 am-5 pm

Location: On-site; CSC Main Center 8800 SE 80th Ave, Portland OR, 97206, with hybrid option

Salary: \$52,000 - 55,000/year

Reports to: Program Director

About CSC:

Clackamas Service Center (CSC) is an inclusive community center for individuals and families seeking food relief and resources for improved health, dignity, and stability. We are based in Clackamas County and serve community members within the county and the surrounding area. Visit our website for more information: cscoregon.org

Position Summary:

The Housing Specialist will play a critical role in partnering with the Program Director to manage CSC's rental assistance program while collaborating with the larger team on CSC services. The successful candidate will provide housing support navigation, advocate for families and individuals experiencing housing instability and seek opportunities to connect to community program services. This is a tremendous opportunity to maximize and strengthen the internal capacity of a well-respected, high-impact organization while growing a career.

PRIMARY JOB FUNCTIONS:

Program & Case Management (80%)

- Assists Program Director with housing program intakes, referral screening, and connecting clients (members) to social service programs
- Identifies new housing opportunities for individuals and families
- Provides case management and track caseload including program entry, exit, and referral closure wrap-around services
- Facilitates client check-in meetings (in-person, via phone, text, and email) to assist in housing navigation and resource connection
- Screens members into the program; and is proficient in referral documentation
- Provides housing first aid, trauma-informed care, and focus solutions based on members' needs



- Acts as a liaison between tenant and landlord when appropriate; responds to concerns raised related to housing issues
- Establishes and maintains connections with agencies, property management companies, motels/hotels partners offering housing options.
- Facilitates smooth, warm handoffs between clients and community partners
- Assists Program Director with grant budget, check requests, and invoicing

Administration (10%)

- Demonstrates proficiency in Homeless Management Information System (HMIS) database intakes, update notes, and completing Coordinated Housing Access (CHA) screening assessments
- Attends By Name List (BNL) meetings with Program Director - a requirement for CSC's rental assistance program contract
- Maintains accurate and consistent referral and case management documentation
- Provides promissory letter for court hearing and landlord record
- Oversees rental assistance payments; requests checks, maintains records; delivers checks to leasing office or postal service
- Submits promissory letters for clients attending landlord court mediation or for property manager record
- Represents CSC in community informational meetings; assures information on changes in funding or processes are related to the Program Director and implemented
- Attends CSC team meetings

Center Duties (10%)

- Provides member navigation and housing outreach during CSC on-site services (meal services, showers, school sites, and tabling events) as requested by the Program Director
- Holds open office hours for housing and resource navigation
- Provides coverage for day service operations as needed
- Registers members on Link2Feed database as check-in point
- Keeps abreast on Supplemental Nutrition Assistance Program (SNAP) outreach Oregon Health Plan (OHP) application process - CSC does not determine program eligibility

QUALIFICATIONS

- A bachelor's degree in a related field or equivalent professional experience
- Minimum 1 year of relevant case management experience



- Pass a criminal background check, provide proof of COVID-19 vaccination, have a valid driver's license and a safe driving record
- Strong administration skills
- Excellent organizational and prioritization skills; ability to manage unpredictable workflow and flexibility to respond thoughtfully and timely
- Highly proficient in Google Suite or Excel
- Ability to read, write, speak, and understand verbal and written English
- Must be able to drive CSC's vehicle or personal vehicle during business hours

DESIRED EXPERIENCE

- Customer service experience and/or experience working with marginalized populations
- Effective communication skills, both oral and written, including the ability to interact well with the organization's community members, volunteers, guests, donors, and employees
- Proficient in spoken or written Spanish; Russian, Ukrainian, Vietnamese, or Mandarin, a plus
- Trauma-informed education, work experience, or lived experience
- Experience working with a small-sized, nonprofit team

WORK ENVIRONMENT

- Work is performed in shared community and office spaces at the Center and occasionally at CSC's 8000 sq.-ft warehouse
- Exposure to and communication with distressed individuals

PHYSICAL REQUIREMENTS

- Prolonged and repeated periods of sitting and standing
- Ability to lift to 10 lbs, bend, stoop, kneel, crouch, push, and other mild to moderate activities, including climbing stairs

BENEFITS

- Generous paid PTO (after 90 days of employment)
- 13 paid holidays per year
- Medical/Dental/ Vision insurance covered at 90% of the premium
- Simple IRA retirement account with up to 3% match for employee contributions
- Incentive annual stipend for fluent Spanish speaking, writing and reading abilities
- When possible, CSC offers all regular employees one paid week off during winter and summer



COVID-19 VACCINATIONS

CSC requires employees to be fully up to date on COVID-19 vaccines. Proof of vaccine status will be required before an employee may begin work. CSC will make reasonable accommodations for candidates who cannot be vaccinated because of a disability, pregnancy, or religious belief. If you believe you qualify for an exception, please speak with the hiring manager and be prepared to provide documentation.

HOW TO APPLY

Please submit a resume and cover letter (1 page max) addressed to Celess Roman, Program Director, at apply@cscoregon.org with the subject line [Last Name, Housing Specialist]. The cover letter should include why you are interested in working at CSC and how your skills and experience have prepared you for this position. CSC will request professional references for the final candidate. Position open until filled.

CSC is proud to be an Equal Opportunity Employer. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our services will be. CSC does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, veteran status, disability status, or other applicable characteristics protected by law. Employment is decided based on qualifications, merit, and organizational need.