



**Family Promise of Metro East is hiring a Full-time
Family Housing and Resource Navigator/Shelter Manager**

Family Promise of Metro East is a new affiliate of the national Family Promise program dedicated to helping families experiencing homelessness in NE and SE Portland achieve sustainable independence. We work in partnership with local communities and other community organizations to provide housing, housing and resource navigation, meals and community for children and their families experiencing homelessness.

Case Manager Job Objective

This is an opportunity for the right person to be a part of a two-person staff and a core group of dedicated volunteers continue building a much-needed family shelter program. This organized, compassionate, and motivated person will quickly transition families from homelessness to permanent housing, following a rapid-rehousing, housing-first approach. The Family Housing and Resource Navigator/Shelter Manager (Navigator) will assist families in obtaining outcomes such as securing employment, increasing earning potential, securing/maintaining housing, and securing a trade/certificate. They will also manage all aspects of the Family Day Center. The Navigator will work hand in hand with the Executive Director and volunteers to ensure families served have the support they need to be successful and that our shelter program is built around best practices.

Responsibilities:

- Lead the intake process for all potential families: conduct intake interviews including talking with referral source(s)/partners; conduct orientation for new families moving into the shelter program.
- Maintain timely and accurate Case Management Notes
- Communicate with the Volunteer Coordinators to ensure Host congregations have necessary family information (work schedule, food allergies, etc.).
- Assist with job applications and interview preparation; budgeting/financial coaching; getting families connected to necessary resources (daycare, counseling, educational programs, etc.)
- Find housing for families by liaising with landlords and getting families ready as needed: debt repair, ensuring families can get utilities turned on in their name, will have furniture, etc.
- Develop relationships with partner organizations and maintain a database of resources for families.
- Serve as an advocate for families with community service agencies.
- Provide crisis support to families and volunteers as needed.
- Conduct weekly individual meetings with network families (minimum) and monthly meetings with graduates. Conduct home visits and communicate in a way that is mutually convenient.
- Management of our Family Day Center.
- Develop programs and procedures for the Family Day Shelter and Family Navigator with the assistance of the Executive Director.
- Be the on-call person on a rotational for one week approximately once every other month.



- Additional responsibilities as needed.

Administrative Responsibilities:

- Work with /supervise Family Day Shelter volunteers. Supervise interns as needed.
- Assist with management of the Host Site and Support Group volunteers.
- Document all case management activities in a timely manner.
- Track services provided (furniture, bus passes, financial assistance, gas cards, etc.).
- Responsible for collecting and managing data, accurately and efficiently.
- Keep case file records for every family, to meet program, funder and family needs.

Additional Responsibilities:

- Must have a valid driver's license and willingness to use a personal vehicle to transport guests if necessary (reimbursed for mileage).
- Must be able to pass requirements and drive a Ride Connection Minibus
- Some lifting of materials/donations and helping moving families into their own apartments.
- Assistance at fundraisers and special events as needed.

Accountability: The Navigator reports to the Executive Director.

Salary and working hours:

- The range for this position is \$40,000 - \$45,000 depending on experience. This is a full-time position, typically working Sunday thru Thursday. The typical week is 40 hours, and the Navigator must be available to work occasional nights, Saturdays, and be on call.

Benefits:

- Health care benefits.
- 22 Days PTO which can be flexibly used for holidays chosen by staff based on what's meaningful for their family and culture.
- 3% bi-lingual premium will be offered to qualified candidates.
- Mileage reimbursement for work-related car travel.
- The opportunity to make a difference in the lives of children and their families.
- Being a part of building a family shelter and related services.

Education, Experience and Skills

The successful candidate is enthusiastic and can display good judgment, take initiative, and help families achieve **outcomes**. Must have a can-do, figure-it-out attitude. Successful candidate must like multi-tasking and be willing to help build the program from scratch.



Required Qualifications:

- Experience navigating housing and systems of care for one's self or others.
- Must be detail oriented, execute projects in a fast-paced, often pressured environment; able to prioritize, self-manage, work independently, and use good judgment at all times.
- Must be proficient in Microsoft Office and Google Workspace and be able to track outcomes and record case notes.
- Must possess a positive attitude, modeling this for families we serve.
- Comfortable working with a variety of guests we serve, faith community volunteers, corporate and foundation partners, etc.
- A willingness to develop the program from the beginning.

Preferred Qualifications:

- Lived experience with homelessness or poverty, as an adult or child.
- Case management or housing navigation experience,
- Experience in or knowledge of trauma-informed care, rapid-rehousing, housing-first, and strengths-based approaches.

Job descriptions are not intended and should not be construed to be exhaustive lists of all responsibilities, skills, or working conditions associated with a job. They are intended to be accurate reflections of the principal job elements. This job description does not create an employment contract. Prior to any offer of employment, candidates must agree to a legal background check and motor vehicle records search.

Family Promise of Metro East is committed to inclusivity and equity. We seek the most talented team members who bring their true selves, with diverse backgrounds, cultures, perspectives, and experiences. We are interested in receiving applications from people who consider themselves under-represented in their talent communities. As an equal opportunity employer, we value and encourage diversity and consider applicants for all positions without regard to race, color, religion, creed, gender, sex, national origin, age, disability, marital or veteran status, sexual orientation, gender identity or expression, or any other legally protected status. Our commitment applies to all aspects of one's employment, including hiring, transfer, promotion, compensation, eligibility for benefits, and termination.

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To apply, send a cover letter telling us why you want to work for Family Promise Metro East and why you are the best candidate, along with your resume to Michele Veenker via email:

michele@familypromisemetroeast.org