

Position Title: Housing Services Coordinator

Organizational Overview: The mission of Right Track Resource Center (RTRC) is to provide a safe, warm, welcoming environment where any member of our community can find shelter, support, and pathways to housing stability. RTRC provides short- and long-term services to meet people’s basic human needs for shelter, clothing, food, connection, community, and access to resources—especially housing related resources.

RTRC is currently fiscally sponsored by Northeast Oregon Network (NEON). NEON is a 501(c)3 nonprofit health collaborative serving Northeastern Oregon. NEON launched in 2004 from a small group of individuals who recognized the value of community collaboration in ensuring the health of our residents. Currently, NEON offers health insurance enrollment and navigation, support and training for Community Health Workers and other frontline professionals, and community health support services. We also support other community coalitions with the goal of creating a healthier Eastern Oregon.

Employing Entity: Northeast Oregon Network (NEON)

Working Conditions: Full time, 40 hours per week. Working hours may vary and include days, evenings, and weekends depending on the availability of volunteers and program needs. The position includes some on-call hours during the winter season. Located at the Right Track Resource Center. Time will be spent in the office, doing computer work, on the phone, and working face to face with program guests. Some lifting and cleaning.

General Description of Duties:

Help clients navigate resources, complete station tasks, and move toward housing stability. Recruit, train, and coordinate volunteers and meals for the RTRC as well as other related tasks. Support Warming Station program by doing check-in/check-out as needed. Oversee upkeep of the Right Track Resource Center Facility. Examples of resource center support include supporting tenants to stay in housing and aiding with housing applications and other assistance needs.

Compensation: Compensation is \$23.64 - \$24.96 per hour, set by NEON’s standardized compensation scale. NEON offers employee health, dental, life insurance, retirement, a flexible work schedule, professional development, and wellness incentives. This position will be eligible for yearly COLA (will take effect July 1) and step point wage increases.

Specific Duties and Responsibilities

- Provide day support to guests, including information, referral, follow-up, and assistance in navigating resources to help them move toward housing stability.
- Stay up to date on local resources and opportunities that will be helpful to guests
- Oversee volunteer recruitment, training and retention while serving as the primary volunteer coordinator.
- Conduct community outreach and attend outreach events
- Coordinate and provide support to volunteers to ensure volunteer retention.
- Manage and maintain social media accounts

- Conduct guest check-in/check-out for the Warming Station as needed.
- On-call hours during winter Warming Station season
- Manage facility maintenance needs including working with contractors as needed
- Ensure adherence to established procedures and protocols by staff, guests, and volunteers.
- Gather, maintain, and restock printed resource materials so they are accessible to those who need them.
- Promote leadership of guests, i.e., as volunteers, speakers, letter writers, board members, etc
- As a member of the Right Track Resource Center team, maintain a space that is welcoming, safe, inclusive, and helpful to all community members; this includes regular basic cleaning, tidying and organizing materials and donated items

Qualifications

Demonstrated through lived, work, and volunteer experience as well as formal training and education.

- Community Health Worker certification is strongly preferred. Will train as a CHW (at no cost to the employee) if hired without certification.
- If in recovery from substance use dependence, must have a minimum of 1-year recovery
- Knowledge and/or experience of housing instability and/or houselessness
- Knowledge of social service systems and local community resources
- Written communication and technology skills sufficient to carry out job duties
- Experience training, recruiting, and/or managing volunteers
- Good people skills, including strong connection to and engagement with community members, partners, volunteers, and supporters
- Strong verbal communication skills
- Organized
- Flexible
- Knowledge and ability to learn/operate basic computer software programs and equipment
- Community development/organizing experience and skills

Preferred:

- Ability to interpret rules and regulations of a system and work within them to meet goals
- Group facilitation skills

How to Apply: Submit questions and/or a current resume and cover letter that address the experience and job duties above to Stephanie VanLeuven, Umbrella Program Manager, at svanleuven@neonoregon.org.

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