



DEVELOPING THRIVING COMMUNITIES

POSITION TITLE: Resident Services Coordinator/ Community Health Worker

SALARY: \$46,450-\$57,450

EMPLOYMENT TYPE: Exempt / Full-time / 40 Hours Per Week]

DEPARTMENT: Real Estate Development

POSITION REPORTS TO: Director of Housing Operations

DIRECT REPORTS: No

POSITION TYPE: Remote + Onsite/Field hours (minimum 2-3 full days per week in Linn and/or Benton County)

ABOUT DevNW:

DevNW and our CDFI partner Community Lending Works (CLW) and Construction Partner Neighborhood Building Corporation are fostering vibrant, inclusive communities by prioritizing housing, asset development, wealth building, and small business development. To do this work we are deconstructing pervasive systems of oppression such as racism, classism, or sexism that maintain persistent disparities and perpetuate deep imbalances in power, opportunity, and wealth.

OVERVIEW:

The Resident Services Coordinator/Community Health Worker plays the roles as a connector and a guide. Primarily focused on housing, asset development, wealth building, and small business development, this position requires a keen understanding of the challenges faced by marginalized communities and individuals. You will play a pivotal role in ensuring the stability and well-being of participants in our housing programs. Your responsibilities will include providing human-centered, trauma-informed services, acting as a liaison between tenants and property management to address concerns, and fostering collaborative partnerships within housing communities. You'll offer support in coordinating necessary services for residents, and contribute to building a strong sense of community through events, classes, and resource connections..

In this role, you'll be tasked with identifying and addressing institutional, structural, and systemic barriers that hinder stability for households, particularly those from marginalized communities. Your expertise in affordable housing systems, basic needs services, and healthcare will be crucial in assisting tenants to access necessary resources within complex systems. Additionally, you'll provide support to residents in addressing concerns and issues with property management, all while integrating trauma-informed care practices tailored to each participant's unique life experiences.

REQUIRED COMPETENCIES:

- The ability to obtain a Community Health Worker certification and register with the Oregon Health Authority. This training can be completed once hired and will be paid for by DevNW.
- Working knowledge of housing supports and supportive services in addition to an ongoing practice of continuous learning (professional development opportunities provided)
- Must be able to independently plan and organize your caseload while keeping the Director of Housing Operations aware and informed.

- Experience engaging identities that are often marginalized, such as folks of LGBTQIA+, persons of color/BIPOC, parents or expecting, consumers of mental health, survivors of sex trafficking and exploitation, etc.
- Comfort using client reporting databases such as Family Metrics, social media, apps, and client management software.
- Collaborate across the organization and with external partners to develop and execute integrated program approaches.
- Flexibility with time management and day-to-day prioritization of tasks based on participant needs.
- Develop, foster, and implement relationships with local, state, and national organizations to support program objectives and strategic goals.
- A sense of humor, firm boundaries, and self-care practices.

RESPONSIBILITIES:

- Conduct relevant, targeted outreach based using participant criteria.
- Complete a thorough assessment for each household to determine existing services they are receiving, social service gaps, and additional connections needed.
- Provide support such as direct coaching, connecting with resources, and coordinating multiple service providers toward long-term outcomes.
- Support tenants in navigating their lease, the healthcare system, and other services.
- Work with tenants in addressing barriers to housing to create sustained stability.
- Connect with Property Managers and external providers to build relationships, address barriers, and provide eviction prevention services.
- Coordinate internal and external referrals and maintain intra-agency and inter-agency relationships.
- Coordinate classes and small group workshops about various life skills topics, including education, employment, and financial well-being.
- Participated in both internal and external meetings.
- Maintain complete and accurate client files.
- Spanish Speaking preferred but not required.

BENEFITS:

- Generous employer contribution for Employee medical, dental and vision insurance. Medical insurance includes extensive behavioral health, chiropractic and acupuncture benefits.
- Annual paid time off includes vacation, sick, personal and self-care days
- The organization recognizes all twelve federal holidays as paid days off as well as two floating holidays to acknowledge or celebrate days important to them, i.e. birthdays or anniversaries, days of significance or cultural traditions
- 401k program with employer match after one year of service
- Voluntary Life/AD&D, Accident & Illness insurance programs and Flexible Spending Account (FSA) with debit card. A robust Employee Assistance Program (EAP) available to all employees regardless of enrollment in benefit program includes eight counseling sessions, legal assistance, identity theft protection, pet insurance and gym discounts.
- Perks include Flexible work schedule, Condensed work week (4/10s, 4/9s +4, 5/8s), Hybrid work – work from home or one of four office work spaces, Home office set-up stipend, Monthly internet stipend, Monthly cell phone stipend or mobile phone (if applicable), Annual organizational swag giveaway, Free financial education classes

TO APPLY: Provide an introduction letter via email detailing your interest that includes the following to leah.cooper@devnw.org

1. Describe how your journey thus far has prepared you to fulfil this position using the required competencies?
2. Please provide an example where you supported a person or family to navigate housing instability and systems of care such as SNAP benefits, Medicaid/Medical Insurance, and/or Educational Supports.
3. Current resume

Application Due Date: July 1st

DevNW is an Equal Employment Opportunity Employer. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability, and any other characteristic protected by applicable law.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

DevNW values diversity and supports a welcoming, inclusive environment where all of our employees can thrive. We value a workforce that is representative of the communities

DevNW is an Equal Employment Opportunity Employer committed to providing reasonable accommodations to individuals with disabilities in accordance with the Americans with Disabilities Act (ADA) and other applicable laws. If you require accommodations due to a disability to participate in the application process, please contact pooja.ananda@devnw.org