



**EI Programa Hispano Católico: Family Stabilization Services  
Assertive Engagement Case Worker**

Full-time Position (40 Hours a Week) Non-exempt  
Reports to: Housing Services and SNAP Outreach Coordinator

**POSITION SUMMARY:**

The primary function of this position is to assist clients, who are dealing with possible eviction, to remain stably housed through a crisis needs assessment and interview process. With the understanding that the client knows best what they need to do to solve their current situation, this position offers resources and assistance as needed. The Assertive Engagement Case Worker will recognize that how assistance is offered, is far more important than the assistance provided; therefore they must approach each client with empathy, active listening skills and the ability to be an advocate for the client.

**PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Verify eligibility based on eviction and homelessness risks as well as income, follow funder's guidelines to assist eligible clients gain access to rent assistance and the Multnomah Stabilization Initiative (MSI) program.
- Provide Assertive Engagement case management to clients engaged in the Multnomah Stabilization Initiative (MSI) program.
- Active participation in the client selection process as outlined in the MSI contract.
- Verify eligibility and assist eligible clients gain access to emergency energy assistance and or any other service as needed to promote family stabilization.
- Find appropriate workshops and classes for clients.
- Be able to do house inspections.
- Promote family budgeting and self-sufficiency with all clients, in case plans and in one-on-one meetings.
- Teach classes on budgeting and money management.
- Assist with tracking of agency resources available for rent assistance and vouchers.
- Attend County meetings for rent assistance coordinators (as requested by supervisor).
- Enter data into Service Point
- Maintain confidential client files in compliance with EI Programa Hispano Católico, Multnomah County and Home Forward standards.
- Adherence to EI Programa Hispano Católico policies and procedures.
- Perform other duties as assigned.

**QUALIFICATIONS:**

- Must be bilingual (Spanish/English) and bi-culturally competent.
- Ability to communicate concisely and effectively, both verbally and in writing in Spanish and English.
- Experience conducting case management.
- Ability to build relationships among partner agencies and the Latino community to promote services.
- Ability to manage and coordinate day-to-day activities of volunteers.
- Commitment to EPHC/Catholic Charities mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Advanced skills in Microsoft Office programs (including Word, Excel, Outlook and PowerPoint).
- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner.
- Strong analytical and strategic problem solving skills.

Updated: 8.1.2017

- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced environment.
- Ability to take initiative and prioritize tasks; good time management, problem prevention, and problem solving skills.
- Ability to maintain a flexible schedule as needed. Driving is required; some travel in the Gresham and Portland area. Valid driver's license and automobile insurance at agency-required levels (100/300/100).
- Successful completion of civil, criminal and/or motor vehicle background checks.
- Ability to support organizational and program specific mission and goals.

**COMPENSATION:** Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 12 paid holidays, retirement plan, free parking and more.

**TO APPLY:** Please submit a cover letter and resume at: <https://ElPrograma.applicantpro.com>

**EQUAL OPPORTUNITY EMPLOYER**