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Homes for Good is searching for two Permanent Supportive Housing Case Managers to join our team!

PERMANENT SUPPORTIVE HOUSING CASE MANAGER

Posting # 05.28.2025

Salary - \$24.58 to \$32.94 per hour (\$51,126.40 to \$68,515.20 per year)

WHO WE ARE

Homes for Good Housing Agency is a high performing public housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income Lane County residents access and maintain affordable housing.

Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a mission driven organization.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

OUR SUPPORTIVE HOUSING DIVISION TEAM

Our Supportive Housing Division provides housing and supportive services directly to the people who need it most. Our cross-functional team provides exceptional customer service while supporting our residents in achieving stability and success. The Supportive Housing Division consists of the Property Management, Permanent Supportive Housing, Resident Services and Maintenance departments. Our combined programs help over 900 households increase stability, access to opportunity, and success in housing.

WHAT YOU WILL DO FOR OUR TEAM

The Permanent Supportive Housing (PSH) Case Manager supports Homes for Good's mission by working as a part of a cross-functional housing team to provide and coordinate services for residents living in PSH communities. Our PSH communities provide permanent homes to formerly homeless individuals utilizing a "Housing First" model. This position performs a variety of duties related to the case management of PSH applicants and residents and the services related to the functioning of this PSH Program.

Housing First is an approach to quickly and successfully connect individuals experiencing homelessness to permanent housing without exclusive screening criteria and barriers to entry, such as sobriety, treatment or service participation requirements.

DUTIES:



These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Staff at PSH properties will apply standard Housing First principles including:
 - Move people into housing directly from streets and shelters without preconditions of treatment, acceptance, or compliance.
 - The provider will bring robust support services to the housing. These services are predicated on assertive engagement and are voluntary for participants.
 - Continued tenancy is not dependent on participation in services.
 - Units are targeted to most disabled and vulnerable homeless members of the community.
 - Embrace a harm reduction approach to addictions rather than mandating abstinence. At the same time, the provider will be prepared to support resident commitments to recovery.
 - Residents will have leases and tenant protections under the law and staff will support active lease education and engagement to ensure housing stability.
- Represents the Agency to the community and maintains positive working relationships with community partners.
- Maintains up-to-date knowledge of regulatory requirements and best practices related to assigned areas of responsibility; conducts work tasks and assignments in a professional, timely and complete manner.
- Maintains a caseload of approximately 10-15 PSH residents.
- Develops supportive relationships with residents to enhance their ability to be self-sufficient.
- Assists in completing housing applications, lease agreements, annual recertifications, benefit applications etc.
- Assists residents in completing the move-in process, orienting to the program and settling into their new home.
- Conducts in-depth assessments of participants' needs.
- Works with residents to develop services plans, set goals and implement strategies to meet identified goals.
- Provides life skills coaching to residents, helping them learn new skills for independent, successful living.
- Assists in supporting residents with required inspections and understanding the requirements of maintaining their homes.
- Ensures that each resident has an individualized housing stability plan.
- Provides case management and the guidance, advocacy and referrals that facilitate the participants' transition to self-sufficiency.
- Meets with participants on an as-needed basis.
- Assists in resident self-regulation and de-escalation. Supports team in crisis response as needed.
- Maintains accurate individual files and records in a professional context.
- Assists residents in acquiring skills and resources necessary for successful community living.



- Completes client records and forms in a timely manner ensuring all information is accurate and up to date; maintains confidentiality of client information and follows protocol for maintaining client files.
- Completes required data entry in Homeless Management Information System (HMIS).
- Works in conjunction with Resident Services to coordinate and plan life skills training opportunities.
- Perform other related duties as assigned.

WHAT WE ARE LOOKING FOR

We are 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 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 at hr@homesforgood.org.

EXPERIENCE & TRAINING GUIDELINES:

Any combination of experience and training that would provide the knowledge, skills, and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

IDEAL QUALIFICATIONS:

The candidate will likely have knowledge and experience in the following areas:

- Foundational understanding of community resources, services systems, landlord/tenant rights and Crisis de-escalation and intervention strategies.
- Housing First principles including harm reduction, trauma informed care and assertive engagement.
- General principles of client-centered case management including the development of goal-directed service plans.
- Interviewing principles and techniques.
- Principles of personal budgeting and financial management.
- Excellent verbal, written and interpersonal communication skills.
- Federal, State and local laws and regulations, policies and procedures related to assigned area of responsibility and including those governing housing and community services.
- Modern office equipment, practices, procedures and computer programs including Microsoft Office suite of products. Current and relevant computer skills.
- Basic record keeping principles and practices including file management related to social services.
- Business letter writing and report preparations.
- Basic principles of networking and public speaking.
- Community agencies, programs and resources available to residents.
- Principles and practices of grant management.



EXPERIENCE:

Three years of responsible community or social service experience that includes case management and one year of experience assisting individuals experiencing homelessness and/or living with mental illness.

TRAINING:

Graduation from a four-year college or university with major coursework in public social work, psychology or other social sciences, administration/public policy or other related field, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

SUBSTITUTION:

Any combination of experience and education providing social services, behavioral health, customer service in a nonprofit setting, or related experience, may be substituted for the education required provided that the knowledge, skills and abilities to perform the work has been demonstrated.

LICENSE OR CERTIFICATE:

Certification as a Qualified Mental Health Associate (QMHA) or the ability to meet the criteria to be eligible for QMHA certification after one year is highly preferred.

This position is required to drive Agency vehicles during the course of their duties. Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates is required for this position.

WHAT'S IN IT FOR YOU?

COMPENSATION: The pay range for this position is **\$24.58 to \$32.94 per hour (\$51,126.40 to \$68,515.20 per year)**, with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 17.33 hours per month and paid family leave.

BILINGUAL DIFFERENTIAL:

This position is eligible for a bilingual differential of 5.7% upon passing a written and oral proficiency exam. Candidates who are bilingual in English and Spanish are preferred.

WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!

PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE



APPLICATION PROCEDURE:

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education, and training.

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

POSTING DATE: Wednesday, May 28, 2025

CLOSING DATE: Wednesday, June 11, 2025

This position is represented by AFSCME Local 3267.

Note: This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities.

Entrance Requirements: Homes for Good will establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice.