



JOB ANNOUNCEMENT: SERVICE & RESOURCE COORDINATOR

FOR MORE INFORMATION CONTACT JAN MCMANUS, EXECUTIVE DIRECTOR, 503-970-2984, jan@weshinepdx.org

Who We Are:

WeShine is a tax-exempt nonprofit formed in 2021 by activists from 3 Eastside neighborhoods. WeShine's goal is to develop and operate welcoming, safe, and empowering transitional micro-villages in Portland neighborhoods for some of the most vulnerable individuals among our houseless population. WeShine seeks to establish partnerships with property owners and neighborhoods, faith-based communities, local nonprofits and businesses to create supportive temporary micro-villages that can be replicated throughout the metro area.

WeShine honors cultural and spiritual diversity in the communities we serve and Voice and Choice through trauma-informed practices. We are committed to Social Justice and are constantly assessing our organizational values and the extent to which we are modeling or falling short.

We listen to feedback from our stakeholders and others who have interacted with our organization and take time to understand and reflect on those interactions. These values are integrated throughout our organization from the Board to each WeShine employee.

What We Need: Service & Resource Coordinator (SRC)

The WeShine SRC links guests to a holistic and comprehensive array of resources, services, and benefit programs to enable them to achieve their personal goals, including but not limited to transition to permanent housing. The SRC is someone who has similar life experiences and acts as a positive role model of and advocate for guests. They will continually seek out opportunities to broaden and deepen their knowledge of resources and services to SRC must understand the effects of trauma on health, coping, and other aspects of the lives of those we serve. The SRC is a member of a village-based staff and volunteer team that works to collaboratively support an individual's self-defined and self-directed goals.

The SRC will have 15-20 designated on-duty hours each week and will also be required to carry a smartphone and be continually accessible to provide on-call coverage on a weekly basis, including some weekends.

Responsibilities

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1. As requested, arrange for volunteer and/or staff, including self, to accompany guest to off-site service and health care delivery settings
2. Accurately document all phone calls, interventions, appointments, visits and interactions with guests, healthcare, case management, and/or treatment providers, volunteers, and staff within 24 hours.
3. Prepare, communicate, and follow through on guest red alert communications to WeShine management as well as other members of the guest's care coordination team.
4. Review WeShine system related tasks and email instructions throughout the day for management of daily responsibilities to manage service referrals and delivery effectively and thoroughly for village guests.
5. Proactively assist with locating community resources via discovery, research, documentation, networking, training, etc. of community/social resources solutions for guests.
6. Adhere to WeShine standards of conduct, policies, and procedures.
7. The SRC will participate in regular supervision meetings and check-ins.
8. With permission of the guest, SRC will prepare reports and attend care coordination conferences and staff meetings as indicated to share information, communicate WeShine values and protocols, and support the guest.
9. The SRC will assist in crisis situations as appropriate, including following emergency protocols/procedures and coordinating with the village team with interventions which support a trauma informed environment for guests, volunteers, and staff.
10. The SRC will administer outcome measurement tools with guests and other stakeholders and participate in data collection.
11. The SRC will reflect positive peer values that include non-hierarchy and mutuality.
12. The SRC will actively support team members and other managerial and/or volunteer staff.



13. The SRC will act as an advocate for individuals being served, both within the organization and also with other entities.
14. Respect and honor guest rights and responsibilities and demonstrate professional boundaries and ethics.
15. Demonstrate responsibility for safety of guests, volunteers, staff and property. Become familiar with fire regulations and evacuation procedures.
16. Adhere to mandatory abuse reporting laws and HIPAA requirements.
17. Remain awake on all shifts.
18. Complete annual employee training requirements on a timely basis. With supervisory approval, attend seminars, training and other educational opportunities in order to develop professional skills and abilities.
19. Participate in all scheduled staff meetings, supervision sessions, and other departmental and agency meetings.
20. Perform other duties as assigned.

Qualifications

- High school graduate or equivalent required
- Minimum 1 year of strong customer service and/or healthcare or social services delivery experience in a fast-paced environment
- Strong working knowledge of medical and social services terminology and local resource landscape
- Able to act independently with minimum supervision
- Preferred reliable transportation plan to get to work and to travel to and from community settings, mutual locations, etc. on occasion as needed.
- If driving a personal or shared vehicle,
 - Must possess a valid State driver's license, current vehicle registration and insurance
 - Vehicle must be reliable and in good working order
 - Hands free technology devices are required when driving



Experience:

- Identifies as having lived experience of being unhoused and/or being in recovery with addiction and/or mental health challenges.
- Lived experience of Medication Assisted Treatment (MAT) and recovery is valued.
- Experience working with adults with addiction challenges is preferred.
- Experience with mental health recovery is desirable and highly valued.
- Understands the potential effects of trauma on health.
- Understands the principles of recovery, consumer-involvement, harm reduction, and trauma-informed care.

Personal Qualities:

- Possess an absolute belief in every person's ability to learn, grow and recover
- Value person's right to make their own decisions
- Value people as the "experts" in their own lives
- Possess insight pertaining to personal biases and worldview and how they may interfere with effectively working with individuals representing a variety of cultural, ethnic, language and life experiences.

Skills:

- Strong written and verbal communication skills.
- Make decisions with consultation, guidance, and review from supervisory and/or management staff
- Maintain confidentiality of information appropriately
- Ability to work independently as well as collaboratively within a team.
- Ability to work with people from diverse backgrounds and cultures.
- Demonstrated ability to enter and retrieve data
- Demonstrated ability to prepare simple reports and progress notes
- Proficiency in MS Office, database, email, internet research and virtual meeting applications

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- Excellent problem solving, critical thinking, and organizational skills
- Proficiency in typing, data entry, spell check skills

The above accountabilities represent work performed by this position and are not all-inclusive. The omission of a specific accountability will not preclude it from the position if the work is similar, related, or a logical extension of the position.

Employment with WeShine is "at-will." This means employees are free to resign at any time, with or without cause, and WeShine may terminate the employment relationship at any time, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with WeShine for any set period of time.

WeShine is an Equal Opportunity Employer. Employment opportunities at WeShine are based upon one's qualifications and capabilities to perform the essential functions of a particular job. All employment opportunities are provided without regard to race, religion, sex, gender identity, pregnancy, childbirth or related medical conditions, national origin, age, Veteran status, disability, genetic information, or any other characteristic protected by law.

