



**Mid-Columbia Community Action Council**  
Serving Hood River, Wasco, and Sherman Counties  
312 E. 4th St, The Dalles, OR 97058  
606 State St, Suite 1B, Hood River, OR 97031  
Tel: (541) 298-5131  
[www.MCCAC.com](http://www.MCCAC.com)

**Job Title:** Housing Specialist, Hood River

### **Why work at MCCAC?**

Mid-Columbia Community Action Council (MCCAC), located in heart of the beautiful Columbia River Gorge, serves Hood River, Wasco and Sherman Counties. MCCAC offers programs and services to ensure our most vulnerable community members have access to healthy, safe, stable and affordable housing. This is accomplished through our housing, energy/utility payment assistance and weatherization programs. MCCAC's mission is to build a better future for our community through partnership and equity-centered programs that prevent and eliminate poverty and homelessness.

### **Job Purpose:**

The Housing Specialist will play a key role in working to end homelessness and address barriers to housing access in the MCCAC service area. MCCAC housing assistance programs promote stability and racial equity through advocacy, empowerment, financial and tenant education, employment and skill building, and coordination of supports and services which enable households to improve their economic and housing stability. The position will coordinate with housing service providers, culturally specific organizations and community-based organizations to ensure that individuals and families experiencing homelessness have access to the resources needed to regain and maintain housing stability.

The Housing Specialist position is essential to the functioning of MCCAC Housing Stabilization programs. Responsible for supporting the Housing Programs in areas including application screening, scheduling client intakes, detailed client communication, providing information and referral, supporting data entry into HMIS, maintaining tracking sheets, and file maintenance support. This role requires frequent, timely interaction with clients, property owners, community partners, and the public, via phone, email and in person. This position works under the supervision of the Housing Stabilization Manager.

### **Duties, Tasks, and Responsibilities:**

#### **Program Administration and Compliance**

- Review rental assistance applications for eligibility
- Send applicant denial letters with specified reason indicated via email or mail
- Provide clients with a list of necessary documentation to bring to intake appointments
- Complete permanent housing follow-ups with exited clients and enter into HMIS
- Assist with file set up for rental assistance client records
- Support timely data entry in HMIS system, including program entry/exits and services, as needed
- Assist with input of payments into rental assistance tracking sheets
- Assist with basic reporting needs
- Support general office and file organization
- Assist Outreach team and Shelter Staff as needed to support client Housing Stabilization Plans
- Utilize Harm Reduction, Trauma Informed Care, Rapid Rehousing and Housing First approaches to serve clients
- Respond to all Housing Program inquiry calls and emails on a daily basis
- Provide Information and Referral to callers for internal and external services
- Assist with electronic file management, including end of year file retention process

#### **Liaison/Public Relations:**

- Represents MCCAC Housing Programs at local, state, regional, and national forums as assigned.
- Collaborates with community partners to provide wraparound services to support housing stability
- Develop and manage relationships with landlords and property management companies to assist in the housing stability of program participants.

## **Knowledge, Skills, and Abilities:**

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- Ability to adhere to agency and program policies and procedures
- Ability to maintain client and agency confidentiality
- Ability to communicate effectively in writing and in person with MCCAC client groups, community partners, the general public, and co-workers
- Ability to maintain professionalism; even in high pressure situations
- Ability to address sensitive situations with a culturally-competent, trauma-informed approach
- Ability to effectively handle high volume telephone, email, and in-person contact
- Ability to maintain a high level of accuracy and be detail-oriented
- Ability to be prompt and dependable
- Ability to work as a collaborative member of the Housing team
- Knowledge of Oregon Landlord/Tenant, Fair Housing, and Equal Access Laws
- Knowledge and demonstrated ability in Microsoft Office programs.

### **Qualifications:**

- High school Diploma or GED required; Associate's degree preferred
- Minimum two years' on the job experience in customer service
- Intermediate proficiency with computer and phone systems, email, voicemail and office equipment
- Ability to speak and write fluently in Spanish required
- Satisfactory criminal background check required

### **Position Details:**

- This position is rated as active with frequent kneeling, stooping, bending, and sitting, regularly requires the individual to lift 30 pounds
- The duties outlined in this job description are not all inclusive and additional duties and tasks will be assigned as required.
- Prior to date of hire, and throughout employment certification of the following are required:
- Valid driver's license
- Proof of current auto insurance
- MCCAC is an equal employment opportunity provider.
- Location: Hood River
- Fair Labor Standards Classification: Full-Time, Exempt
- Reports to: Housing Program Manager

### **Salary and Benefits Information**

- Salary \$40,000 Annually
  - 3% pay differential for successful bilingual (Spanish and English) candidates
- Benefits: MCCAC offers an excellent benefits package including Blue Cross medical insurance with the agency covering 90% for employees and dependents. Dental and vision coverage. Life insurance, 401k, paid vacation and sick leave.

### **To Apply**

Submit resume and cover letter to [klapoint@mccac.com](mailto:klapoint@mccac.com). Cover letters should include why you are uniquely qualified to serve in the position and what strengths you would bring to the role.

Veterans, people of color and people with lived experience of houselessness are encouraged to apply.

Position will remain open until filled.