



**Mid-Columbia  
Community  
Action Council**

**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:** Shelter Stabilization Staff, The Dalles

### **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:**

Shelter Staff play a key role in working to promote stabilization and safety for shelter guests. In addition to maintaining Pallet Shelter Site and supporting guests to follow program guidelines Shelter staff will collaborate with guests on housing planning to transition to permanent housing. This will be accomplished through partnership with outreach and housing service providers, culturally specific organizations and community-based organizations to ensure that individuals and families experiencing homelessness have access to the resources need to regain and maintain housing stability. 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

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

#### **Program Administration**

- Shelter Staff work designated shifts, accompanied by another Shelter Staff, Shelter Operation Manager or Volunteer.
- Intake guests into Shelter as needed.
- Follow crisis response protocols and document incidents
- Maintain knowledge of and practice current CDC and other health authority guidelines to ensure the health and safety of shelter

- Assist with Pallet bi-weekly health and safety inspections of Pallet Units
- Provide case management and linkage to basic needs resources such as food boxes and hygiene supplies
- Link program participants to all available community resources that will assist in housing stability and increase household income.
- Coordinate services to Black, Indigenous and People of Color and LGBTQ+ community members through partnerships with culturally specific organizations and other organizations providing services specific to these community members
- Utilize Harm Reduction, Trauma Informed Care, Rapid Rehousing and Housing First approaches to serve clients
- Assist in connecting clients with employment related resources

### **Program Compliance**

- Enter client specific data into the Homeless Management Information System data base system, for tracking and reporting purposes.

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

- Skills, knowledge and demonstrated abilities in areas of emergency shelter services, housing services, street outreach, client advocacy, equity and racial justice and homeless service delivery
- Excellent oral and written communication skills
- Organized, accurate and concise with attention to detail
- Excellent team building and problem-solving skills
- Proficiency in Microsoft Office platforms. Homeless Management Information System (HMIS) experience a plus.
- Bilingual a plus.

### **Qualifications:**

- Degree in a field with demonstrated relevance to mission a plus (for example, social welfare, public administration, social work, human services). Minimum of High School diploma or GED equivalent required.
- Experience in homeless or social service programs
- Knowledge of current best practices related to housing and homelessness

### **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.
- Some overnight shifts may be required.
- MCCAC is an equal employment opportunity provider.
- Location: The Dalles

- Fair Labor Standards Classification: Full-Time, Exempt
- Reports to: Shelter Operations Manager

### **Salary and Benefits Information**

- 40 Hours a week; \$19.26 per hour
- 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 [rmendoza@mccac.com](mailto:rmendoza@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 homelessness are encouraged to apply.

Position will remain open until filled.