

Job Posting
Service Center Coordinator

Cascade AIDS Project (CAP), the oldest and largest AIDS Service Organization (ASO) in Oregon and Southwest Washington, is committed to preventing HIV infections, supporting and empowering people living with or affected by HIV and eliminating HIV-related stigma and health disparities. Learn more about us at <http://www.cascadeaids.org/>.

CAP is currently recruiting for a Service Center Coordinator who will provide support to individuals and families who are not fully engaged with housing case management or Service Navigation programs at CAP, but are in need of immediate assistance or referral to other community partners. This is a 1.0 FTE position, which reports to the Manager of Supportive Programming.

Responsibilities include:

- Answering and returning information and referral phone calls
- Scheduling and performing intakes, and creating a paper file for new clients
- Creating goal plans with clients
- Providing assistance with applications for CAP and other housing programs
- Communicating client needs and providing referrals to responsible CAP program staff and community partners
- Tracking client interactions and needs in the agency databases, ServicePoint & CAREWare, with an emphasis on providing accurate and timely documentation
- Supervising program volunteers and interns as needed
- Collecting and coordinating client eligibility documentation
- Providing assistance and support for clients interested in increasing their income by facilitating CAP's employment program
- Other duties as assigned

The person in this position is stationed in the CAP main office. Evening and weekend work may occasionally be required. This is a non-management, union-represented position.

Minimum Qualifications:

- Bachelor's Degree in human/social services (social work, public or community health, psychology) or related field or two (2) years of experience relevant to the position. (Customer Service, Social Service, Case Management etc.)
- Demonstrated computer and keyboard proficiency using Microsoft Office software (Word, Excel, Outlook), Google software, and flash-drive technology
- Demonstrated written and verbal communication skills
- Demonstrated ability to manage a detail-oriented process, prioritize work projects, meet deadlines, and provide services with limited supervision and in high pressure situations
- Ability to work independently or within a team with accountability and exercise sound judgment, discretion and professionalism at all times
- Strong understanding of issues relevant to people living with HIV/AIDS, the LGBTQ community, homeless populations and how those issues affect or influence service delivery
- Demonstrated ability to effectively collaborate with community stakeholders and internal team members
- Demonstrated problem-solving skills
- Successful experience working with ethnic, racial, sexual, and economically diverse populations
- Experience working with people exiting prisons or jails, people with untreated mental health disorders, and people addicted to alcohol or substances

Preferred Qualifications:

- Previous professional or volunteer experience working with People Living with HIV/AIDS (PLWHA) and/or the LGBTQ community
- Previous work experience or knowledge of local housing resources and service providers
- Previous work experience or knowledge of workforce development resources in the Portland metro area
- Knowledge of and experience collaborating with agencies that serve the homeless population and community partners
- Previous experience with other local social service agencies and resources
- Working knowledge of employment resources and labor laws
- Experience with ServicePoint (HMIS)
- Verbal and written fluency in Spanish
- Familiarity with trauma-informed care
- Previous experience supervising a drop-in/service center space
- Experience conducting intakes, assessments, and resource referrals
- Experience providing assistance for people seeking employment opportunities

Compensation: Approximately \$42,971 annually; employer-paid health, dental, vision, short-term and long-term disability and life insurance; 401(k) retirement plan with generous employer matching contribution, 125C cafeteria savings plan; generous vacation and health leave benefits.

NOTE: This is a union represented position.

Closing Date: Open until filled.

To apply for this position, mail, email, fax, or deliver the following three documents:

- 1) a complete cover letter (attached as Word or pdf) that serves as an example of your writing and addresses how you meet all of the required qualifications specific to the position you are applying for,**
- 2) your resume, and**
- 3) a completed CAP Employment application (available at <http://www.cascadeaids.org/about/careers/>) to:**

Cascade AIDS Project
Service Center Coordinator
520 NW Davis St., Suite 215
Portland, Oregon 97209

Fax: 503-223-6437

Or by email to:

jobs@cascadeaids.org

Cascade AIDS Project is an Equal Employment Opportunity/Affirmative Action Employer
People of color, women, LGBTQ individuals and people living with HIV are strongly encouraged to apply