

The Housing Coordinator partners with families to build the skills, mindsets, and resources necessary to achieve long-term housing stability, economic independence, and social mobility. This role blends equity-centered case management with strengths-based coaching, using SEI's structured housing model alongside frameworks such as Bridge to Prosperity and RISE (Restore, Identify, Stabilize, Empower). Coordinators serve as system-aligned practitioners who help participants navigate complex barriers, foster self-regulation, and maintain consistent progress toward their goals. The role requires fluency in SEI's tools, delivery standards, and collaborative workflows to ensure consistent and empowering service across the housing team.

PRIMARY JOB RESPONSIBILITIES

- Manage a caseload of 20–30 households, delivering proactive case management aligned with SEI's housing model and economic mobility coaching principles.
- Guide participants through structured housing journeys, including lease-up, stabilization, and exit, based on assigned program scope (e.g., placement or retention).
- Facilitate self-assessments using tools like Bridge to Prosperity and support participants in defining future-oriented goals.
- Use strength-based coaching to help participants align their actions with their values and develop sustainable decision-making skills.
- Develop individualized Goal Action Plans that address housing retention, employment, education, and overall well-being.
- Deliver services using Assertive Engagement, trauma-informed care, and SEI's Relationship model to build intrinsic motivation and long-term resilience.
- Administer rental assistance and financial support in compliance with contract guidelines; track spend-downs and funding milestones.
- Complete housing assessments and determine eligibility after verified applications; support next steps within SEI's referral and intake pipeline.
- Maintain accurate documentation using SEI platforms (e.g., MS Office, Case Worthy, Trello, Smartsheet, HMIS) and comply with all funder and agency standards.
- Provide skill-building tools and frameworks such as budget tracking, visual goal planners, and decision-making templates.
- Partner with Navigators, Resource Specialists, and other Coordinators to ensure warm handoffs, coordinated services, and strong participant transitions.
- Contribute to team-based system improvements and help identify service gaps or innovations that increase program effectiveness.
- Participate in regular meetings, reflective supervision, and ongoing training to ensure quality improvement and fidelity to SEI's delivery model.
- Operate within a defined systems framework—delivering consistent, standardized services that reflect SEI's programmatic expectations.
- Adapt to changing workflows, funding requirements, or systems as needed to support evolving program needs.

Qualifications

QUALIFICATIONS

- At least 3 years of experience in housing case management, coaching, eviction prevention, or related roles within social services or workforce development. Bachelors in a related field preferred.
- Demonstrated experience supporting individuals or families through housing transitions, economic hardship, or program engagement.
- Knowledge of local housing resources, landlord engagement practices, and community networks within the Portland metro area.
- Strong interpersonal, coaching, and communication skills—especially with diverse communities and in high-pressure environments.
- Ability to support participant self-regulation, problem-solving, and forward planning while maintaining professional boundaries.
- High level of initiative, adaptability, and collaborative spirit within a structured service model.
- Deep commitment to SEI's values of equity, empowerment, consistency, and community connection.
- Must hold a valid driver's license, maintain an acceptable driving record, and be insurable under SEI's auto policy.
- Familiarity with SEI's Bridge to Prosperity, RISE, or comparable coaching and empowerment frameworks is preferred.