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| Missoula County Logo | **MISSOULA COUNTY** **invites applications for the position of:**  **Tenancy Support Specialist** |

**DEPARTMENT:** cid:image001.png@01D67D4D.5506A160

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| **SALARY:** | $26.66 Hourly (Grade 10) |
| **OPENING DATE:** | 07/30/24 |
| **CLOSING DATE:** | Open Until Filled |
| **BARGAINING UNIT:** | MFPE - Local 8512 |
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| **SCHEDULING/HOURS OF WORK:** | Regular, Full-Time, 40 Hours Per Week |
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| **Priority Application Date:  August 12, 2024 by 5:00 PM (Mountain Time)**  **Complete applications with required attachments received by the 'Priority Application Date' will be guaranteed consideration.  The position will remain open until filled.**  Located halfway between Yellowstone and Glacier National Parks and home to the University of Montana, Missoula is an academic center situated in an outdoor enthusiast’s paradise. Depending on the season, you can hike, ski, fish, float rivers, ride mountain bikes, or just sit back and marvel at the surrounding scenery. Join us in scenic, sophisticated, and service-oriented Missoula!  Partnership Health Center (PHC), 2019 and 2022 winner of the Employer of Choice Award for Missoula, and 2022 winner of the Montana Employer of Choice Award, offers impeccable, integrated services to over 18,000 individuals and families. A 14-site, co-applicant Federally Qualified Health Center with Missoula County, PHC fulfills its mission through the provision of a full range of primary care services - medical, dental, behavioral health, and an on-site pharmacy with a dedication to attending to the social determinants of health. Please visit our [website](https://www.partnershiphealthcenter.org/uploads/1/1/8/0/118001610/4.7.22_hr_benefits_at_a_glance_web_8.5x11.pdf) to see the amazing benefits you will receive by joining our team such as medical (no cost for employee), dental, and vision insurance, loan forgiveness, retirement plan contributions, and generous paid sick and vacation time.  **DEFINITION:**  Provides support for people in finding and maintaining housing. Works collaboratively with social services and medical providers at Partnership Health Center (PHC) and in the community to identify and address barriers to better quality of life for patients who are currently unhoused. | |
| **REPRESENTATIVE EXAMPLES OF WORK:** | |
| Participates in outreach efforts with a team of providers to engage patients that are unhoused and connect them to the appropriate services for obtaining and maintain housing.  Develops, implements, monitors, and evaluates individual patient care plans based on social needs.  Triages non-medical needs related to, housing status, food security, transportation, physical safety, social support of client and other barriers related to health and well-being  Communicates with patients’ care teams in person and through medical record documentation. Ensures that all case files comply with policies, regulations and procedures. Facilitates the coordination of care for patients with outside social, medical and behavioral health service providers. Administers variety of assessments as needed.  Identifies and connects with patients identified as high risk and specific target populations. Assesses and monitors crisis situations when necessary; maintains records; uses mandatory reporting systems.  Identifies available community resources for specific patient populations and liaisons between PHC staff and other community organizations. Makes appropriate patient referrals to community resources and organizations. Provides education to patients, staff and community members.  Assists with program development and coordination including patient eligibility, program requirements, and program benefits. Facilitates and collaborates in the development of social service protocols including protocols for accessing medical and financial resources.  Provides home visits to recently housed people in support of their self-determined housing stability plan. Plans and implements social events, peer support groups, and community volunteer opportunities for newly housed tenants.  **OTHER DUTIES:**  May participate in and facilitate community task force or coalition meetings, trainings and workgroups to strengthen community partnerships to address social and environmental concerns related to population health.  Performs related work as required or directed.  SUPERVISION RECEIVED: Works under the direction of the PHC Program Development Manager.  SUPERVISION EXERCISED: None.  WORKING RELATIONSHIPS: Has numerous contacts with patients, health care providers, and outside agencies, to share information and coordinate efforts in a cooperative atmosphere under the patient centered medical home model.  **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:**  KNOWLEDGE: Extensive knowledge of community resources and organizations. Thorough knowledge of the psycho-social aspects of community health. Thorough knowledge of crisis intervention techniques. Working knowledge of PHC clinical operations. Working knowledge of client confidentiality and the principles and practices of HIPAA compliance. Working knowledge of the PHC Corporate Compliance Guidelines. Working knowledge of the practices and principles of the professional field of Social Work. Basic knowledge of the impact of trauma-informed care and adverse childhood experiences (ACES). Basic knowledge of client confidentiality, and the ethical and legal requirements of working with private medical information. Basic knowledge of customer service. Basic knowledge of medical terminology.  SKILLS: Skill in the use of a personal computer and related software (Microsoft Office). Skill in the use of electronic medical records.  ABILITIES: Ability to gather and analyze data and make appropriate recommendations. Ability to work with clients and make appropriate referrals to community resources. Ability to communicate effectively in the English language, orally and in writing. Ability to recognize social and medical risk factors, trauma symptoms, behaviors, and chronic disease conditions. Ability to work as part of a team. Ability to support PHC’s mission and provide culturally sensitive care. Ability to prioritize multiple duties and respond to changing circumstances. Ability to establish and maintain effective working relationships with diverse individuals and groups, particularly when dealing with sensitive and issues. Ability to work a flexible schedule. | |
| **MINIMUM QUALIFICATIONS:** | |
| An equivalent combination of education and experience may be considered.  EDUCATION:  Requires a Bachelor's degree. Degrees best suited for this position include social work, sociology, psychology and other related fields.   EXPERIENCE:   Requires one year of experience providing case management services to clients. Experience working with people experiencing homelessness or other similar challenges desired. Experience working in a health care setting desired.  SPECIAL REQUIREMENTS:  Requires SOAR (SSI/SSDI Outreach Access and Recovery) certification or the ability to obtain certification within the first 6 months of employment. Requires a valid Montana Driver’s License. Requires immunizations or proof of immunity to certain infectious diseases and a TB test.  New employees will be asked to volunteer vaccination status for required vaccines upon hire and will be offered assistance during hiring to receive necessary immunizations.  Employees who have not received the vaccines required for their positions or who are unwilling to voluntarily provide vaccination status for required vaccines will receive a reasonable accommodation where such accommodation does not require an undue hardship or endanger the health or safely of any person. | |
| **PHYSICAL/ENVIRONMENTAL DEMANDS:** | |
| The work requires some physical exertion such as walking, bending, lifting (20 pound range).  Crisis intervention work may involve exposure to potentially dangerous situations.  The employee may risk exposure to communicable diseases.  The employee may be required to provide service in home settings, which may require climbing stairs and driving a vehicle. Some work will be outside in changing weather conditions.  **TO APPLY:**   * **Please complete all sections of the online application, even if a resume is submitted. A resume will not substitute for completing the work history section of the application.** * **Please attach a Cover Letter and Resume with your completed application. Address in your cover letter why you want to work for PHC, as well as what experience you have, if any, in working with unhoused neighbors, harm reduction, housing first, mental health, and substance use.** * **Incomplete applications and applications without required attachments will be disqualified.** * **Complete job description available upon request to the Department of Human Resources.** | |

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| **APPLICATIONS MAY BE FILED ONLINE AT:** <https://www.governmentjobs.com/careers/missoulacounty/phc>  200 W Broadway Missoula, MT 59802 406-258-4874  [loomism@phc.missoula.mt.us](mailto:loomism@phc.missoula.mt.us) | Position #2024-00469 TENANCY SUPPORT SPECIALIST |