



Orcas Community Resource Center
Housing Support Specialist
Job Description

Our Mission Statement

We foster a healthy community by connecting Orcas Islanders with the services needed to thrive and achieve equitable well-being.

About Us:

The Resource Center is a community hub for the delivery of social services on Orcas Island.

The Resource Center partners with a wide range of local and regional service organizations and businesses to provide a safety net for islanders. We serve the heart of our community connecting islanders with household support, food, healthcare, transportation, & more.

Our Values:

We believe in building a strong and inclusive community where everyone feels safe, empowered, and respected. We are committed to creating a welcoming environment that embraces diversity, promotes equity, and practices trauma-informed care. We value compassionate relationships, cultural humility, and resilience.

Background:

Many islanders face barriers to housing stability — from those experiencing homelessness to individuals and families struggling to stay housed due to financial, health, or personal challenges. We recognize and celebrate the strengths and resilience of every client, meeting people where they are and helping them build on their existing skills and coping mechanisms. Through hopeful guidance and compassionate care, we foster a safe, supportive environment where individuals and families can strengthen stability, develop positive relationships, and work toward long-term housing security.

Position Summary: Housing Support Specialist

The Housing Support Specialist provides compassionate, trauma-informed assistance to community members experiencing housing instability or related financial challenges. This position blends direct client support, program administration, and team collaboration to help islanders achieve greater housing and financial stability while ensuring OCRC remains a welcoming, organized, and responsive community hub.

Key Responsibilities

Program Administration

- Administer all Energy and Utility Assistance Programs, including LIHEAP, ensuring timely and equitable access for households in need.
- Help clients obtain and maintain essential utilities such as water, sewer, power, phone, and internet—supporting stability, safety, and quality of life.
- Oversee Housing Assistance Programs funded by San Juan County, Opportunity Council, and other local or regional partners, ensuring compliance, accuracy, and compassionate client service.
- Develop and administer an Emergency Preparedness Support Program to help clients and households plan for, respond to, and recover from disruptions such as power outages, severe weather, or natural disasters.
- Coordinate the annual San Juan County Point-in-Time Count in collaboration with county and regional partners, helping to document housing needs and inform community solutions.

Client Support and Case Coordination

- Engage respectfully and collaboratively with individuals and families facing housing or financial challenges, building trust and promoting client autonomy.
- Partner with clients to establish and monitor personalized goals through regular check-ins focused on housing stability, health, and overall well-being.
- Assist clients in navigating local resources, including food, clothing, laundry, showers, and transportation.
- Provide guidance and hands-on support in completing housing and assistance applications.

Community Collaboration and Systems Navigation

- Maintain strong relationships with local and regional partners to ensure coordinated referral pathways for clients.
- Connect participants to medical, behavioral health, and substance use treatment services, fostering stability and long-term well-being.

Office and Team Support

- Support front desk and reception operations as needed, greeting community members and assisting with phone and in-person inquiries.

- Contribute to maintaining a clean, organized, and welcoming office environment.
- Cross-train in selected OCRC programs and administrative tasks to ensure smooth operations and consistent service delivery.
- Collaborate with team members to respond flexibly to evolving community and organizational needs.
- Participate in staff meetings, training, and other activities that promote teamwork, learning, and shared purpose.
- Perform other duties as assigned to support the overall mission of the organization.

REQUIREMENTS

- Committed to the Resource Center mission and values.
- Dedicated to supporting client empowerment, growth, and self-determination.
- Works effectively as a collaborative and reliable team member.
- Communicates clearly and compassionately, building positive relationships with staff, clients, partners, and community members.
- Demonstrates empathy, active listening, and respect for diverse experiences and perspectives.
- Brings strong problem-solving skills and a collaborative approach to finding creative solutions.
- Knowledge of local systems of support and community resources.
- Upholds confidentiality and maintains accurate, secure client records across multiple databases.
- Highly organized and attentive to detail; able to manage multiple priorities under pressure.
- Proficient with standard office equipment and software (e.g., printing, scanning, Microsoft Suite).
- Fluency in Spanish is extremely helpful but not required.
- We value the unique strengths individuals bring from diverse backgrounds and experiences. If you have navigated challenges related to poverty, accessed community resources, or possess equivalent experience, we encourage you to apply—your insight helps us serve our community with empathy and understanding.

Details:

Reports to: Program Director

20-40 hours per week possible

Pay \$25-30/hr depending on experience

Benefits include:

Health, Dental and Vision Insurance

- Full time employees eligible for 100% employer premium paid
- Part time employees eligible for 50% employer premium paid

Paid vacation - 2 weeks per year to start

Paid holidays - 14 per year

Sick pay

IRA contribution