




Isabella Wright

Housing Case Manager


Results-oriented housing case manager specializing in permanent placement and homelessness prevention

Case manager with eight years of experience addressing housing insecurity through strategic resource coordination, landlord engagement, and client advocacy across Portland's housing programs. Proven ability to secure permanent housing placements for high-need populations through targeted program navigation, barrier reduction, and community partnership development. Skilled in housing program management, crisis response, and tenant rights education. Committed to building systems that sustainably reduce homelessness by addressing both client barriers and structural housing supply constraints.

CONTACT INFORMATION

 (123) 456-7890

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 Portland, OR

EDUCATION

Bachelor of Sociology
Portland State University, Portland, OR
May 2017

Relevant Coursework: Urban Housing Policy, Community Development, Social Work with Homeless Populations, Housing Economics, Social Research Methods

KEY SKILLS

- Permanent housing placement and homelessness prevention program coordination
- Housing assistance program navigation (Section 8, rapid rehousing, ESG)
- Landlord engagement, negotiation, and barrier reduction
- Housing stability monitoring and crisis management
- Community outreach and interagency partnership development

PROFESSIONAL EXPERIENCE

- **Housing Case Manager, Portland Housing Authority, Portland, OR**
February 2019 – Present
 - Coordinated housing solutions for 80+ clients annually across rapid rehousing, Section 8, and emergency shelter programs, achieving permanent housing placements for 70% of participants within 90 days of enrollment
 - Negotiated lease agreements with 30+ landlords annually, reducing move-in barriers for low-income clients and expanding the agency's housing inventory by 15% over three years
 - Developed and facilitated quarterly tenant rights workshops attended by 60+ clients, improving renter self-sufficiency rates and reducing lease violations among program participants by 25%
- **Housing Support Specialist, Shelter Support Network, Portland, OR**
May 2017 – February 2019
 - Conducted housing needs assessments and secured emergency housing placements for 50+ families annually, coordinating with 8+ shelter providers to maximize placement efficiency
 - Partnered with local nonprofits to expand temporary shelter capacity by 20 beds during high-demand winter months through coordinated resource pooling
 - Assisted clients in completing housing applications and compiling required documentation, reducing average application processing time by 30% through standardized documentation support

CERTIFICATIONS

- **Certified Case Manager (CCM), Commission for Case Manager Certification, August 2021**
- **Housing and Urban Development (HUD) Certified Housing Counselor, NeighborWorks America, September 2020**