

ALANA PATTERMANN

Bellingham, WA

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Seeking a position on the Board of Commissioners for Bellingham Housing Authority.

Work experience

Opportunity Council-Housing Navigator

Nov. '22-present

Assist clients with finding housing within their budget and personal needs, referrals to specific resources, renter's education, help writing letters of explanation for questionable records, assist with signing them up or checking in to Bellingham Housing Authority's website, and occasionally speaking to landlords or property managers on their behalf.

Opportunity Council-Rental Assistance Specialist

Sep. '21-Dec. '22

Performed appointments for rental assistance for tenants that were behind on their rent, acted as a liaison between tenants and landlords/property managers, drafted and compiled files to submit to supervisors for approval, communicated results via letter, phone call, email, etc. to clients and landlords upon receipt, and occasionally caught and reported fraud to supervisors.

Opportunity Council-Residential Counselor

Nov. '20-Sep. '21

Operated front desk at 22 North and Dorothy Place supportive housing communities by checking in guests, answering phones, counseling residents, occasionally cooking for residents and guests-as well as distributing donated meals and snacks, provided residents with needed resources and assistance with paperwork or making phone calls, communicated with case managers and other management, and frequently checked the building for damages and necessary cleaning, created work orders for damages.

Education

Western Washington University Bachelor's in Human Services Winter Qtr. 2019

Whatcom Dispute Resolution Center Intern during last two quarters at WWU, taken nearly every training offered there, and collaborated with ERPP with RA at OppCo.

References

Kristin Hill – current supervisor Opportunity Council 360-255-2091 x1134

Caitlin Schemmer – former supervisor Rental Assistance 360-734-5121 x1235

Michaela Mandala – former supervisor 22 North/Dorothy Place 360-255-7232 x2206