



<b>POSITION TITLE:</b>	<u>H4S Case Manager</u>	<b>REPORTS TO:</b>	<u>Advocacy Services Mgr</u>
<b>EMPLOYMENT TYPE:</b>	<u>Regular, Non-Exempt</u>	<b>SALARY RANGE:</b>	<u>\$40,000 - \$42,000</u>
<b>SCHEDULE:</b>	<u>Typically M-F, 8a – 5p</u>	<b>PRIORITY CONSIDERATION BY:</b>	<u>7/26/2021</u>

#### **JOB SUMMARY:**

The REACH Center works with thousands of at-risk youth and young adults ages 12-24 each year to provide them with educational opportunities, career development, peer mentoring, and other supportive services. REACH has a strong track record of leveraging institutional partnerships to serve young people, and coordinates programs that annually place approximately 500 people in jobs, graduate 50 students on average from GED classes, and provide housing for up to 175 youth experiencing homelessness each year. REACH is at the forefront of youth development, career readiness, and the fight against youth homelessness in the Greater Puget Sound Region. The work of the REACH Center contributes to positive systems change and has sparked interest in widespread replication of the REACH service delivery model.

Housing For Success (H4S) is a rapid rehousing program serving youth and young adults aged 18-24 who are experiencing homelessness. The REACH Center partners with three community-based organizations on this project: Shared Housing Services, Vadis, and Oasis Youth Center. These organizations collaborate to provide case management, housing provision, and mental health/life skills support to youth in the program. H4S is the first and only youth and young adult-focused housing program in Pierce County.

Under the supervision of the Advocacy Services Manager, H4S Case Managers are responsible for a caseload that averages around 15 participants ages 16-24 and support of various aspects of the H4S program, including case notes, partnership work, and support of the H4S Program Specialist in timely submittal of reports. H4S Case Managers are expected to work closely with each other and with partner staff to ensure that H4S is meeting needs of participants and meeting required program benchmarks.

***Individuals with personal, shared, or lived experience as an immigrant, refugee, or homeless young adult are strongly encouraged to apply.***

**NOTE: This position requires in-person contact with clients while observing social distancing and other safety protocols.**

#### **KEY RESPONSIBILITIES:**

- Provide case management to an average case load of 15 participants in the H4S program. Case management will involve, service plan development, monitoring, linkage to appropriate community resources, REACH support services, follow up, appropriate discharge, tracking, etc.
- Support the H4S Program Specialist in timely submission of reports, data entry, billing, and other administration-related tasks
- Support Reach Housing Navigator in identifying units for caseload and building strong relationships with landlords
- Assist clients with completing lease agreements and obtaining other supportive documents such as identification, social security card, etc. as required by leasing agents/property
- Maintain up-to-date information regarding tenant occupancy, move outs, and vacancies

- Facilitate and coordinate supportive activities with other program staff, including job readiness training, resume preparation, interview practice, attending job fairs and networking with prospective employers, etc.
- Maintain a thorough and complete record of each participant's activity/progress in alignment with funder requirements
- Establish and maintain collaborative working relationships with homeless shelters, landlords, and community resources
- Prepare and submit reports on a timely manner basis
- Attend community resource meetings and workshops as required
- Provide supervision and learning support to H4S college interns as interns become available
- Attend staff trainings and professional development opportunities as identified by you and the Advocacy Services Manager
- Other duties as assigned

## **REQUIREMENTS**

### Personal –

- Deep respect and compassion for underserved communities
- Commitment to inclusivity and equity, as a goal and an approach
- Passion for serving youth
- High degree of emotional maturity and cultural competence, particularly as it relates to working with BIPOC, LGBTQ+ populations and at-risk youth and young adults
- Affinity for and ability to establish rapport with diverse groups of people
- Detail-oriented with high level of accuracy
- Ability to work well under pressure, to rapidly assess problems, to think critically to develop solutions, and to deploy limited resources effectively
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- Willingness to admit mistakes and learn new things

### Experience, Education & Skills –

- Experience working with people from diverse cultural, educational, and economic backgrounds
- Experience in crisis prevention, management, and intervention, including assessing, diffusing, and working to resolve conflicts between youth/young adults and family members
- Effective oral and written communication skills
- Ability to maintain proper boundaries while providing support and empathy
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to work independently in a collaborative team environment
- Ability to work collaboratively with community partners
- Ability to adapt to changing needs, priorities, and timelines
- High level of proficiency using Microsoft Windows and Office Suite, managing databases and keeping records

### Other –

- Ability to occasionally work a flexible schedule that may include evenings and/or weekends
- Reliable transportation and a valid driver's license
- Willingness to submit a background check and openly discuss

## PREFERRED QUALIFICATIONS

- Bachelor's degree in social work, counseling, sociology, psychology, education, or a related field strongly preferred
- Lived, personal, or shared experience representative of the youth and young adults we serve
- Experience working directly with BIPOC, LGBTQ+ populations and/or at-risk youth
- Experience and/or knowledge of transitional housing practices and homelessness issues
- Bilingual/Multilingual
- Knowledge of and/or formal training the following areas: trauma informed care; vicarious trauma; commercial and sexual exploitation of children (CSEC); equity, inclusion, and anti-racist practices; cultural competency in issues faced by immigrants, refugees, victims of crime, youth/young adults, and LGBTQ individuals

## PREFERRED COMPETENCIES:

1. **Accountability:** Ability to operate with integrity and manage tasks and relationships in a manner that meets job requirements and program outcomes. Commitment to maintaining required reporting and tracking systems in timely, thorough and accurate manner.
2. **Collaboration:** Ability to participate as an active member of the staff team and develop strong relationships with partner organizations.
3. **Communication:** Strong written and oral communication skills, including openness to feedback, and ability to present information concisely and effectively, both verbally and in writing.
4. **Flexibility:** Ability to adapt to changing needs, priorities, and timelines. Willingness to accommodate a flexible schedule and to adjust schedule for evenings and weekends events.
5. **Organization:** A self-starting and energetic person with the ability to gracefully manage deadlines, priorities, and multiple projects and work independently. Requires time management skills, systems thinking and implementation and ability to set priorities.
6. **Professional Development:** A person who continuously seeks to expand skills and competencies and who holds a commitment to improving effectiveness by giving and receiving feedback about professional growth areas.
7. **Self-care / Trauma Stewardship:** A person who operates with a high degree of emotional maturity and implements practices of self-care while caring for others as to mitigate the impact of secondary trauma.
8. **Social-Political Awareness:** Holds a strong social, racial, gender, sexual orientation, and economic justice analysis and framework with demonstrated cultural responsiveness and is committed to recognizing and working on individual areas of privilege, oppression, and self-care.

## PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport boxes up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. There may be opportunities for this position to work

remotely on occasion and/or to work a flexible schedule, with supervisor approval and dependent on the needs of the department.

### **APPLICATION PROCESS**

Please e-mail a Cover Letter that specifically addresses how your background makes you the best fit for this position, your Resume, and three (3) Professional References to [Jobs@TacomaCommunityHouse.org](mailto:Jobs@TacomaCommunityHouse.org).

### **WHY WORK AT TACOMA COMMUNITY HOUSE & THE REACH CENTER?**

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of your salary.

Compensation – \$40,000 - \$42,000/year depending on qualifications.

Insurance – We offer a comprehensive health care benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

### **We Are a Welcoming Workplace**

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects to each other in our dedication to equity and social justice.

### **Additional Information:**

The REACH Center is a partnership project of Tacoma Community House. While all work-related duties will be performed at and for The REACH Center, this position will be filled by Tacoma Community House, one of the longest-serving nonprofits in Tacoma. Tacoma Community House is committed to increasing the diversity of its staff and clients and to strengthening sensitivity to diversity throughout the agency. TCH is an equal opportunity employer and service provider and does not discriminate on the basis of race, color, sex, age, religion, creed, disability, national origin, political or union affiliation, marital status, sexual orientation, Vietnam era veteran status or other non bona fide job requirement. Applicants in need of accommodations are encouraged to call (253) 383-3951. Tacoma Community House is an equal opportunity employer.