



<b>POSITION TITLE:</b>	Lead Rapid Re-Housing Case Manager	<b>REPORTS TO:</b>	Advocacy Services Mgr
<b>EMPLOYMENT TYPE:</b>	Regular, Non-Exempt	<b>SALARY RANGE:</b>	\$46,000 - \$47,000
<b>SCHEDULE:</b>	Typically M-F, 8a – 5p	<b>PRIORITY CONSIDERATION BY:</b>	Open until filled

**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.

Under the supervision of the Advocacy Services Manager, the Lead H4S Case Manager is responsible for assisting the Advocacy Manager with providing guidance to program staff while holding their own caseload of clients. As the Lead, this position will provide instruction and act as mentor to their team, striving to motivate and empower them to achieve goals and provide quality services. In their role as a H4S Case Manager, this position provides case management through a variety of services to youth and young adults aged 18-24 who are experiencing homelessness, including housing provision, mental health and life skills support.

***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.**

**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).

**KEY RESPONSIBILITIES:**

Lead –

- Act as first point of contact to answer questions and provide guidance to their team
- Mentor program staff and assess the team’s strengths and weaknesses to identify areas for improvement
- Provide support to the team in the event of participant behavioral issues or conflicts
- Assist with the selection and training of new staff, interns, and volunteers
- Conduct quality assurance reviews and assessment for program activities

- Provide feedback to department manager for staff performance evaluations
- Assist in developing and implementing programs to enhance services
- Contribute to decisions about department resources and materials

#### H4S Case Manager –

- Provide case management for participants, including housing navigation, service plan development, monitoring, connections to community resources and internal support services, follow-up, and tracking
- Assist participants with completing lease agreements and obtaining other supporting documents required by leasing agents
- Facilitate and coordinate supportive activities with other program staff, including job readiness training, resume preparation, interview practice, etc.
- Maintain thorough and complete records of participant activity and progress in alignment with funder requirements
- Maintain up to date records regarding tenant occupancy, move-outs, and vacancies
- Establish and maintain collaborative working relationships with homeless shelters, landlords, and community resources/partners
- Prepare and submit reports, complete data entry and other administrative tasks in a timely fashion
- Attend community resource meetings and workshops as required
- Provide mentoring and learning support to department interns
- Other duties as assigned

## **REQUIREMENTS**

#### Personal –

- Demonstrated ability to establish rapport with diverse groups of people
- Deep respect and compassion for underserved communities
- Commitment to inclusivity and equity, as a goal and an approach
- High degree of emotional maturity and cultural competence related to working with LGBTQ populations, people of color, and at-risk youth and young adults
- Detail-oriented with high level of accuracy
- 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
- Adhere to agency and funder guidelines of service delivery and performance

#### Experience & Skills –

- Knowledge of homelessness issues
- Excellent communication skills, both written and oral
- Ability to prioritize and respond quickly in critical situations
- Strong analytical and critical thinking skills
- Ability to work independently in a collaborative team environment
- Ability to organize and prioritize multiple projects and meet deadlines
- Ability to adapt to changing needs, priorities, and timelines
- Highly proficient computer skills, including presentations, data entry, and word processing
- Ability to work collaboratively with community partners, including employers, clients, government agencies, and other service providers

Other –

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

### **PREFERRED QUALIFICATIONS**

- Bilingual/Multilingual
- Experience working with people from diverse cultural, educational, and economic backgrounds
- Experience and/or knowledge of transitional housing practices
- Knowledge of case screening and intakes
- Experience and/or knowledge of transitional housing practices and homelessness issues
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals
- Knowledge of Pierce County resources for low-income populations
- Experience implementing program guidelines and establishing and maintaining effective working relationships with clients
- Bachelor's degree in social services, counseling, psychology or related field OR equivalent combination of related experience and/or education

### **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 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. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

### **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 – \$46,000 - \$47,000/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.