



<b>POSITION TITLE:</b>	Emergency Housing Peer Outreach Specialist	<b>REPORTS TO:</b>	ACT Program Manager
<b>EMPLOYMENT TYPE:</b>	Full Time	<b>SALARY RANGE:</b>	\$40,200 to \$42,400
<b>SCHEDULE:</b>	40 hours per week	<b>START DATE:</b>	On or near 7/1/2022

**JOB SUMMARY:**

The REACH Center works with nearly 3,000 at-risk youth and young adults ages 12-24 each year to provide them with housing services, 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 over 200 people in jobs and provide permanent housing for up to 300 youth experiencing homelessness. 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.

This position was developed to support the work being done by a collaborative team of local non-profits and service providers called ACT on Youth Homelessness. The team initially came together in 2018 via the Pierce County’s 100-day Challenge to move the needle on youth homelessness. The team housed an unprecedented 176 young people in 100 days.

The REACH Center is seeking one ACT Peer Outreach Specialist to identify and build rapport with youth and young adults experiencing housing instability or homelessness with a particular emphasis on Youth of Color and/or LGBTQ+ youth. This position assists clients in obtaining positive and stable housing situations, which include but are not limited to: diversion strategies, housing programs, foster care placement, extended foster care, and social service coordination. In collaboration with the ACT team, Specialists will provide individualized client support by helping each client develop an Individual Service Plan (ISP) to address their barriers as well as health and wellbeing concerns. It is also the duty of Specialists to help clients identify their strengths and natural supports. Most duties will be performed via a multidisciplinary and multi-agency team approach. This position reports to the ACT Program Manager with additional support provided by the Lead Peer Outreach Specialist.

**APPLICATION PROCESS:**

Email a cover letter, your resume, and three professional references to: [jobs@tacomacommunityhouse.org](mailto:jobs@tacomacommunityhouse.org). In your cover letter, please address the following questions:

- Why do you believe homelessness exists, particularly for youth and young adults?
- If you are selected for this role, what would you bring to the role that few other candidates could bring?

**KEY RESPONSIBILITIES:**

- Conduct Coordinated Entry screenings to determine most appropriate client driven housing solution.
- Perform outreach activities, including locating, engaging, and developing rapport with runaway and homeless

youth and young adults who are on the street, living between friends, family members, and/or willing adults.

- Conduct intake and individualized needs assessment for all clients and work with client to develop Individualized Service Plans (ISP's). Monitor and evaluate progression.
- Provide housing resources for those that are in emergency shelters and different institutions throughout Pierce County.
- Coordinate and provide client supportive activities and services in collaboration with other program staff as well as the ACT team. Specific activities include assisting clients with securing necessary documentation, resource referrals, legal support, and identifying appropriate stable housing solutions.
- Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources.
- Advocate on behalf of clients and support them to advocate for themselves.
- Ensure thorough and complete maintenance of records of participants' activity/progress
- Maintain client related data tracking systems, including case notes and complete HMIS entries. Ensure entries are accurate and timely.
- Maintain complete and accurate documentation.
- Prepare and submit reports to supervisor in a timely manner.
- Establish and maintain collaborative working relationships with homeless shelters and community resources.
- Network with other agencies, coalitions, and local community meetings.
- Attend community resource meetings, trainings, and workshops as required.
- Other duties as assigned.

## **REQUIREMENTS**

### Personal –

- Passion for the mission and vision of the REACH Center
- Dedication to maintaining confidentiality and the integrity to determine how it must be applied
- Ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- A clear understanding of, and the ability to demonstrate, professional ethics, boundaries and judgment
- Ability to communicate and set firm, clear boundaries with youth
- Demonstrated ability to appropriately intervene and lead in crisis situations
- Professionalism, punctuality, flexibility, and reliability are imperative
- Strong problem solving skills
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- Ability to work independently and as part of a team
- Ability to adapt to changing needs, priorities, and timelines
- Ability to organize and prioritize multiple tasks
- Provision of services in an inclusive and non-judgmental manner
- Strong problem-solving skills
- High degree of computer proficiency, including Microsoft and Google suites

### Experience & Education –

- Any combination of education, experience, and measurable performance which demonstrates the capability to perform the duties of this position.
- Personal experience with and understanding of street culture and/or homelessness required.
- Experience with working in Emergency Shelters and Institutions.

- Strong demonstrated cultural competency and/or direct experience in working with BIPOC and LGBTQ+ youth and young adults.
- Education or experience in cultural competency.

Other –

- 21 years of age or older
- Washington Driver's License and business-use vehicle insurance required by time of hire
- Reliable vehicle
- Required to carry an agency provided cell phone during all work hours
- Ability to work a flexible schedule which may include evenings and/or weekends
- CPR/First Aid training
- Willingness to submit a background check and openly discuss

### PREFERRED QUALIFICATIONS

- High School diploma or equivalency
- Commitment to working at least one-year with the agency to provide adequate and consistent case management for participants.
- Training in the following is desirable but not required: trauma informed care, LGBTQ cultural competency, racial equity and anti-racist institutions, domestic violence, commercial and sexual exploitation of children (CSEC), and vicarious trauma.

### 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:

- Traverse throughout the community, often in outdoor settings

- Meet clients in the community at various locations
- 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 primarily works indoors in an office environment, but may also occasionally work outdoors. Work may be conducted onsite at the REACH Center and also offsite at other agencies and in the community. Noise levels may vary depending on the work environment. 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 THE REACH CENTER?**

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 25% of your salary.

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.

#### **We are an Equal Opportunity Employer**

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. In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodations are encouraged to call (253) 383-3951.