



POSITION TITLE:	System Navigator (Housing)	REPORTS TO:	Housing Services Manager
EMPLOYMENT TYPE:	Regular, non-exempt	SALARY RANGE:	\$40,200 to \$42,400
SCHEDULE:	40 hours/week, eligible for hybrid work after 6 months	PRIORITY CONSIDERATION BY:	6/27/2022

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 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 500 people in jobs, graduate 50 students on average from GED classes, 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.

The Housing System Navigation program is a Critical Time Intervention Style approach to serving youth ages 18 to 24 who are experiencing homelessness and are either awaiting a housing referral or have been recently housed through a subsidized housing program. The program provides case management, housing provision, and mental health/life skills support to youth. Under the supervision of the Housing Services Manager, the System Navigator is responsible for a caseload of participants ages 18-24 who are awaiting and/or have received a housing referral to a Rapid Re-Housing or Permanent Supportive Housing program. The System Navigator will support various aspects of the Housing Navigation program, including case notes, partnership work, and support of the Data Coordinator in timely submittal of reports. System Navigators are expected to work closely with each other and with partner staff to ensure that the Housing Navigation program is meeting needs of participants and meeting required program benchmarks.

APPLICATION PROCESS:

Email your resume, and three professional references to: jobs@tacomacommunityhouse.org. Please include a cover letter which addresses 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 to include 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.
- Coordinate and provide client supportive activities and services in collaboration with other program staff as well as the Housing Navigation 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.
- Establish and maintain collaborative working relationships with homeless shelters and community resources.
- Provide case management to a case load of participants. Case management will involve, service plan development, monitoring, linkage to appropriate community resources, REACH support services, follow up, appropriate discharge, tracking, etc.
- Support the Data Coordinator in timely submission of reports, data entry, billing, and other administration-related tasks.
- 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.
- Attend community resource meetings and workshops, as required.
- Attend staff trainings and professional development opportunities as identified in consultation with the Housing Services Manager.
- 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
- 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.
- 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 –

- Washington Driver's License and 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 occasional evenings and/or weekends
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- High School diploma or equivalency
- CPR/First Aid training is desirable but not required.
- 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.