



## JOB DESCRIPTION

<b>POSITION TITLE:</b>	ACT Peer Outreach Specialist	<b>REPORTS TO:</b>	ACT Program Manager
<b>EMPLOYMENT TYPE:</b>	Regular, Non-Exempt	<b>SCHEDULE:</b>	40 hrs per week, M-F

### JOB SUMMARY:

Tacoma Community House & REACH Center is a leading organization dedicated to serving at-risk youth, and immigrants and refugees. Annually, we work with nearly 3,000 individuals, providing them with vital educational opportunities, career development support, peer mentoring, housing, and other vital supportive services. By leveraging strong institutional partnerships, our organization has consistently demonstrated its ability to make a positive impact on the lives of young people. Our programs have resulted in over 500 job placements, an average of 50 GED graduates per year, and the provision of permanent housing for up to 175 homeless youth. Operating in the Greater Puget Sound Region, our organization is at the forefront of youth development, career readiness, and the fight against youth homelessness. Our exemplary work not only contributes to positive systems change but also sparks interest in replicating our successful service delivery model on a wider scale.

This role was created to bolster the efforts of a collaborative team comprising local non-profits and service providers known as ACT on Youth Homelessness. The team initially united in 2018 as part of Pierce County's 100-day Challenge, aimed at making significant strides in addressing youth homelessness. During that challenge, the team achieved an extraordinary milestone by successfully housing 176 young individuals within a mere 100 days.

The REACH Center is currently in search of an ACT Peer Outreach Specialist who will specialize in identifying and establishing connections with youth and young adults facing housing instability or homelessness, with a specific focus on Youth of Color and/or LGBTQ+ youth.

As an ACT Peer Outreach Specialist, your primary role will involve assisting clients in securing stable and positive housing solutions. This will encompass various approaches, including diversion strategies, housing programs, foster care placements, extended foster care, and coordinating social services. Working closely with the ACT team, you will provide personalized support to each client by helping them craft an Individual Service

Plan (ISP) designed to address their unique obstacles and concerns related to health and well-being. Additionally, it is your responsibility to empower clients by identifying their strengths and natural support systems. Most of your duties will be carried out through a collaborative, multidisciplinary, and multi-agency team approach.

### **KEY RESPONSIBILITIES:**

Peer Outreach Specialist –

- Conduct Coordinated Entry screenings to determine appropriate client driven housing solution.
- Respond promptly to incoming phone calls, emails, and voicemails from clients, providing courteous assistance and conveying pertinent information regarding the REACH programs, eligibility, and intake process with clarity and professionalism
- 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 clients to develop Individualized Service Plans (ISP's). Monitor and evaluate progression
- Maintain thorough and complete records of each participant's progress, activities, and achievements, aligning with funder requirements
- Foster and maintain collaborative working relationships with homeless shelters, and community resource partners and actively seek opportunities to address systemic barriers to housing stability
- Prepare and submit reports in a timely manner, highlighting the impact of the program while utilizing disaggregated data and narratives to illustrate the challenges and successes experienced by different communities and individuals
- Attending community and agency trainings, meetings, and workshops
- Provide supervision and learning support to REACH interns, fostering an inclusive and supportive environment
- Attend staff training, meetings, and professional development opportunities and collaborate with supervisor to identify relevant training opportunities
- Actively collaborate with colleagues and engage in teamwork both within our agency and with external partners, fostering a culture of collaboration and collective impact
- Embrace other duties as assigned, demonstrating flexibility and a willingness to contribute to the equitable advancement of the agency

### **REQUIREMENTS**

Personal –

- Passion for the mission and vision of Tacoma Community House & REACH Center
- Deep dedication to empowering and supporting the growth of young people
- Commitment to upholding confidentiality with the discernment to apply it appropriately
- Ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- Willingness to acknowledge errors and exhibit a strong enthusiasm to continuously expand knowledge through learning and exploration

- 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
- Ability to attend work and meet with clients on a reliable, punctual, and consistent basis,
- Ability to work well under pressure, to rapidly assess problems, to think critically to develop solutions, and to deploy limited resources effectively
- High degree of emotional intelligence and cultural competency, especially in engaging with LGBTQIA+ communities, individuals of diverse ethnic backgrounds, and vulnerable youth and young adults
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the 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
- Eligible to work in the United States

### **PREFERRED QUALIFICATIONS**

- A bachelor's degree in social work, counseling, sociology, psychology, education, or a related field is preferred. We also highly value diverse experience and professional work experiences that align with the needs of this role.
- 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
- CPR/First Aid Training

## COMPETENCIES:

- **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.
- **Collaboration:** Ability to participate as an active member of the staff team and develop strong relationships with partner organizations.
- **Communication:** Strong written and oral communication skills, including openness to feedback, and ability to present information concisely and effectively, both verbally and in writing.
- **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.
- **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.
- **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.
- **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.
- **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
- Communicate and meet with clients who have experienced or are currently experiencing trauma
- 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.

**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, 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.

<b>Employee Name(Printed):</b>	
<b>Employee Signature:</b>	
Date:	
Supervisor Name:	
Supervisor Signature:	
Date:	