

# TACOMA COMMUNITYHOUSE

IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



<b>POSITION TITLE:</b>	H4S Case Manager	<b>REPORTS TO:</b>	H4S Program Manager
<b>EMPLOYMENT TYPE:</b>	Regular, Non-Exempt	<b>SALARY RANGE:</b>	\$41,580 to \$44,000
<b>SCHEDULE:</b>	40 hours/week, eligible for hybrid work after 6 months	<b>PRIORITY CONSIDERATION BY:</b>	9/30/2023

## **JOB SUMMARY:**

The REACH Center is a leading organization dedicated to serving at-risk youth and young adults aged 12-24. Annually, they work with nearly 3,000 individuals, providing them with vital educational opportunities, career development support, peer mentoring, housing, and other necessary services. By leveraging strong institutional partnerships, REACH has consistently demonstrated its ability to make a positive impact on the lives of young people. Their 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, REACH is at the forefront of youth development, career readiness, and the fight against youth homelessness. Their exemplary work not only contributes to positive systems change but also sparks interest in replicating their successful service delivery model on a wider scale.

*Housing For Success (H4S) is a highly effective rapid rehousing program designed specifically for youth and young adults between the ages of 18 and 24 who are experiencing homelessness. Through a collaborative effort between the REACH Center and three reputable community-based organizations. H4S provides comprehensive support to its participants. This includes crucial services such as case management, housing provision, and mental health/life skills assistance. As the sole youth and young adult-focused housing program in Pierce County, H4S plays a pivotal role in addressing the pressing issue of homelessness in the region.*

*Each H4S Case Manager is entrusted with managing a caseload of approximately 15 participants annually, aged 18 to 24. They play a vital role in supporting various aspects of the H4S program, including maintaining detailed case notes, fostering partnerships, and assisting the H4S Program Manager in the timely submission required reporting. Collaboration among H4S Case Managers and partner staff is paramount to ensure that the program consistently meets the needs of its participants and achieves the required program benchmarks.*

***We strongly encourage individuals with personal, shared, or lived experience as an immigrant, refugee, or formerly homeless young adult to apply for these positions. We recognize the value of***

***diverse perspectives and believe that firsthand knowledge of the challenges faced by our participants will greatly contribute to the success of H4S.***

#### **KEY RESPONSIBILITIES:**

- Provide responsive case management to an average caseload of 15 participants in the H4S program. Case management will involve developing individualized service plans that consider participants' unique backgrounds, experiences, and needs. This includes monitoring progress, facilitating linkages to culturally appropriate community resources, leveraging REACH supportive services, and ensuring ongoing support, and implementing appropriate discharge plans. Tracking participant outcomes will be done while considering potential systemic disparities that may affect certain populations.
- Collaborate with the H4S Program Manager to ensure timely submission of reports, data entry, billing, and other administrative tasks. Prioritize data collection methods that capture and analyze participant information within the program, ensuring accurate representation.
- Support the H4S Team in cultivating strong relationships with landlords, focusing on fostering trust and understanding. Actively participate in efforts to identify suitable housing units for the caseload.
- Assist participants in navigating lease agreements and obtaining necessary supportive documents such as identification and social security cards, considering potential barriers or challenges that certain individuals or communities may face in accessing these documents.
- Maintain up-to-date information regarding tenant occupancy, move-outs, and vacancies while considering challenges faced by participants.
- Facilitate and coordinate supportive activities with Career Pathways, including job readiness training, resume preparation, interview practice, attending job fairs, and networking with prospective employers.
- 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, landlords, and community resources 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 resource meetings and workshops, sharing insights and strategies to improve services.
- Provide supervision and learning support to H4S college interns, fostering an inclusive and supportive environment. Encourage interns to explore and challenge their own biases and assumptions, while also valuing their diverse perspectives and experiences.
- Attend staff training, meetings, and professional development opportunities and collaborate with the H4S Program Manager to identify relevant training opportunities
- Embrace other duties as assigned, demonstrating flexibility and a willingness to contribute to the equitable advancement of the H4S program and its participants.

#### **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**

- 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

## **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 primarily works indoors in an office environment but may also occasionally work outdoors. Work may be conducted onsite at Tacoma Community House & 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 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 – \$41,000 - \$44,000/year depending on experience and 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:**

Tacoma Community House is one of the longest-serving nonprofits in Tacoma and 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 based on 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 accommodation are encouraged to call (253) 383-3951. Tacoma Community House is an equal opportunity employer.

### **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).

**Tacoma Community House is an Equal Opportunity Employer**

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.