

TACOMA
COMMUNITYHOUSE
IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



POSITION TITLE:	Systems of Care (SOC) Outreach Specialist	REPORTS TO:	ACT Program Manager
EMPLOYMENT TYPE:	Non-Exempt	SALARY RANGE:	\$41,000 to \$44,000
SCHEDULE:	40 Hours per Week, M-F	PRIORITY CONSIDERATION BY:	7/15/2024

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.

The Peer Outreach Specialist position is designed to support and enhance the collaborative efforts of local non-profits and service providers dedicated to assisting young individuals within systems of care, including those who are incarcerated, in foster care, or in mental health facilities. This initiative is part of a broader effort to improve outcomes for youth and young adults navigating these challenging systems.

Position Overview:

The organization seeks a dedicated Peer Outreach Specialist to engage with youth and young adults within systems of care. The focus is on building trust and rapport, particularly with youth and young adults who may face additional barriers. The Specialist will provide support in various areas, including:

- Assisting clients in navigating and transitioning out of systems of care.
- Facilitating connections to stable and positive living situations.
- Coordinating with social services, housing programs, and other relevant support systems.

- Implementing diversion strategies to prevent re-entry into care systems.

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 our mission.

APPLICATION PROCESS:

Email a cover letter, your resume, and three professional references to: 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:

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 youth and young adults exiting systems of care, such as foster care, juvenile detention, or mental health facilities
- Conduct outreach activities to include proactive engagement with systems of care institutions, such as foster care, juvenile detention, and mental health facilities, to identify and reach individuals who are transitioning out and may require additional support and services
- 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 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 LGBTQ populations 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.
- Experience with working in Emergency Shelters and Institutions.
- 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.
- 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.

Other –

- 21 years of age and older
- Valid driver's license and insurance required by time of hire
- Reliable vehicle
- Required to carry a cell phone during all work hours
- Flexibility and adaptability with work schedule as night and weekend hours are sometimes required
- CPR / First Aid training is desirable but not required
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- High School diploma or equivalency

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
- 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 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.

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.