



POSITION TITLE:	Anchor Communities Initiative (ACI) Coordinator	REPORTS TO:	ACT Program Manager
EMPLOYMENT TYPE:	Contract, Non-Exempt	SALARY RANGE:	\$20-\$22/hour
SCHEDULE:	Part-time, typically 32 hours per week	PRIORITY CONSIDERATION BY:	6/1/2023

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 75 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 Pierce County Anchor Community Initiative Coordinator will be responsible for coordinating and supporting the Pierce County ACI Core Team to make progress towards local goals towards reducing and ending youth and young adult homelessness using the ACI model. The Coordinator will work with a local ACI Lead and Youth Engagement point person to organize direct service, community leaders, and young people to identify key issues in Pierce County’s youth homelessness system and implement system changes to resolve them. Centering young people with lived experience and anti-racist/LGBTQ+ justice principles are central to this model.

Key responsibilities will include facilitating regular Core Improvement team and Community team meetings, coordinating subcommittees, reporting system level data and improvement project summaries, leading the team to develop clear goals and strategies for reducing YYA homelessness locally, and other project-specific tasks. The successful candidate for this position to be highly organized and detailed-oriented, and possess strong “people skills” and the ability to work with many different people, organizations and stakeholders. A basic understanding of issues related to youth homelessness and homelessness systems is highly desirable.

About the Anchor Community Initiative

AWHWA launched the Anchor Community Initiative (ACI) in 2018 as a central pillar of our mission and activities. The ACI is currently supporting the first four communities in Washington state end unaccompanied youth and young adult homelessness by 2022, and is expanding to additional communities in 2022. For the ACI, success includes creating clear, believable proof points that demonstrate it is possible to solve this problem; learning what a sustainable system to end youth homelessness looks like; identifying what it takes to end disproportionality for LGBTQ+ youth and youth of color alongside ending homelessness for all young people; and generating progress and new action throughout Washington. Most importantly, young people struggling with homelessness will know our state values their wellbeing and is able to help them find safety and stability. The ultimate vision is that ACI will include 12-15 communities. We are currently funded for the first two cohorts of communities.

KEY RESPONSIBILITIES:

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ACI Strategy

- Participate in strategic planning and implementation for the ACI, with a commitment to iteration and improvement;
- Work with the ACI Coaching and Improvement Managers to refine the coaching model and implementation plans, as needed;
- Provide thought partnership on initiative strategy to the ACI Team.

Pierce County ACI Coordination:

- Act as the key point-of-contact to AWHWA’s Lead Coach and other AWHWA personnel
- Assist the Lead Coach in implementing the community’s plan to build a “yes to yes” system
- Help the Anchor Community achieve its goals and objectives
- Coordinate with the Lead Coach to convene community meetings including sending invitations and tracking RSVP’s, securing meeting room reservations, preparing materials, etc.
- When mutually agreed upon with the AWHWA Lead Coach, provide meeting facilitation support with key staff and stakeholders, working with the Core and Community Teams to develop agendas and outcomes for each meeting, documenting meeting minutes, and tracking next steps
- Ensure communities track work in AWHWA’s project management tool, Basecamp
- Complete paperwork in a timely manner.
- Keep records up-to-date and in compliance with WAC, Title XIX and agency requirements.
- Attend treatment team meetings, staff meetings, and designated staff training and consultation sessions.
- Ensure that ethical and professional standards of practice are maintained.
- Assume responsibility for assigned consumers, ensuring follow-up on referrals for necessary services and facilitate continuity of care.
- Provide education to facilities, professionals, and other caregivers.
- Maintain clinical records and provide reports in accordance with policies and procedures.
- Demonstrate ongoing commitment to increasing competence and knowledge in the mental health field.

Data & Evaluation:

- Work with your community and AWHWA staff to:
- Support data collection from a variety of sources including schools, homeless service providers, and city/county government agencies
- Help communities use their data to develop, test, implement, and spread changes to reduce the number of YYA experiencing homelessness
- Submit monthly data for ACI dashboards and coordinate responses to other surveys and requests

Collaboration:

- Regular check-ins with the Lead Coach and AWHWA team
- Regular check-ins with Anchor Community Team Lead and attend all Core/Community Team meetings
- Participate in statewide collaboration on ending youth/young adult homelessness
- Ensure that community aligns with AWHWA’s initiative strategy
- In addition to the above, perform other duties as assigned.

ACI Implementation

- Serve as the key point-of-contact and improvement advisor for specific Anchor Communities;
- Work collaboratively with identified co-coaches, consultants and other subject matter experts;

- Use identified methods and tools to coach and consult with each community so they develop and achieve local plans to end youth and young adult homelessness (reaching “Functional Zero”);
- Serve as a confident and concise facilitator, providing content expertise and best practices, and developing results-based agendas;
- Work with the Data and Evaluation team to help communities collect and use data to develop, test, and implement changes that will reduce the number of YYA experiencing homelessness;
- Work with community leaders and federal partners to understand the unique opportunities and challenges related to Continuum of Care structures and identify innovations that can be tested;
- Regularly travel to each community to provide coaching and facilitation;
- Facilitate peer sharing and webinars across the Anchor Communities to implement ideas and capture learning;
- Remotely supervise local ACI Coordinators.

ACI Tracking and Evaluation

- Support and participate in public presentations for the ACI and AWHWA in general;
- Monitor progress toward achieving process measures and project goals, reinforce successful strategies, and work with the Project Director to correct the course as needed;
- Ensure the project deliverables are achieved on time, within budget, and meet or exceed proposed goals through the use of project management tools and software;
- Track community meeting outcomes, distribute agendas and follow-up notes in a timely manner
- Contact all IntakeQ referrals within 48 to 72 business hours
- Ensure accuracy and completion of all client information in IntakeQ
- Schedule all clients for Coordinated Entry with Outreach Specialists
- Maintain clean records of referrals and whom they are assigned to
- Provide Supervisor with necessary IntakeQ reports on a weekly basis
- Complete all notes regarding client contact in IntakeQ
- Maintain all client referrals in IntakeQ
- Track and disperse client referrals to Outreach Specialists
- Other duties as assigned

REQUIREMENTS

Personal –

- Passion for the mission and vision of the REACH Center
- Integrity to handle sensitive information in a confidential manner
- Ability to interact with people from various 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 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 working knowledge of the Google Suite platform, Microsoft Word, and Excel programs

Experience & Education –

- 2+ years’ experience working with facilitation and administrative duties
- Personal experience with and an understanding of street culture and/or homelessness

- Education or experience in cultural intelligence

Other –

- Flexibility and adaptability with work schedule, which includes some evenings and weekends
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Associate's Degree
- Experience and/or knowledge of housing services as well as knowledge of rapid re-housing practices
- Experience and/or formal training using HMIS database system

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:

- 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 works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. 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.

Salary Range:

\$20 to \$22 per hour (estimate 10 hours per week), depending on qualifications.

How to Apply:

Email a cover letter, your resume, and three professional references to: jobs@reachtacoma.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?

Additional Information:

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. Tacoma Community House 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 on the basis of 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 accommodations are encouraged to call (253) 383-3951. Tacoma Community House is an equal opportunity employer.