



POSITION TITLE:	ACT Peer Outreach Specialist	REPORTS TO:	ACT Program Manager
EMPLOYMENT TYPE:	Regular, Non-Exempt	SALARY RANGE:	\$41,000 to \$44,000
SCHEDULE:	40 Hours per Week	PRIORITY CONSIDERATION:	March 15, 2024

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.

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.

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:

- 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.
- Coordinate and provide client supportive activities and services in collaboration with other program staff as well as the ACT 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.
- Maintain complete and accurate documentation.
- Prepare and submit reports to supervisor in a timely manner.
- Establish and maintain collaborative working relationships with homeless shelters and community resources.
- Network with other agencies, coalitions, and local community meetings.
- Attend community and agency resource meetings, trainings, and workshops as required.
- 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
- Strong problem-solving skills
- 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 –

- 21 years of age and older
- CPR/First Aid training
- Required to carry an agency provided cell phone during all work hours
- Ability to work a flexible schedule which may include evenings and/or weekends
- Washington Driver's License and business-use vehicle insurance required by time of hire
- Reliable vehicle
- Must be eligible to work in the United States

PREFERRED QUALIFICATIONS

- High School diploma or equivalency
- 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 TCH/REACH 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 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's approval and depending 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 30% 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 accommodation are encouraged to call (253) 383-3951.