

TACOMA
COMMUNITYHOUSE
IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



POSITION TITLE:	<u>H4S Case Manager</u>	REPORTS TO:	<u>H4S Program Manager</u>
EMPLOYMENT TYPE:	<u>Regular, Non-Exempt</u>	SALARY RANGE:	<u>\$41,000 - \$44,000</u>
SCHEDULE:	<u>40 hours/wk-(M-F)</u>	PRIORITY CONSIDERATION BY:	<u>May 30, 2024</u>

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 supporting 15 participants annually, aged 18 to 24. The Housing 4 Success Case Manager who will play a vital role in the well-being and success of young individuals (ages 18-24) by implementing trauma-informed care practices, with a strong emphasis on the Housing First model. This role will focus on creating a safe and supportive housing environment, which prioritizes providing stable housing as a foundation for personal growth. This role will also be responsible for meticulous data tracking and reporting, ensuring accurate records of program activities and participant progress, allowing us to measure the impact of trauma-informed care, support, and housing stability in our young participants' lives. Additionally, you will build individualized support plans while collaborating with community partners to ensure the sustainable housing stability of our participants. If you are dedicated to helping young people thrive, achieve housing success, and contributing to data-driven program improvement, we invite you to join our team in this critical role.

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, ensuring ongoing support, and implementing appropriate discharge plans. Tracking participant outcomes will be done while considering potential systemic disparities that may affect certain populations.
- Support the Data Coordinator 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 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
- 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 & 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 –

- 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

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

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
- 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. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

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.

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 – \$42,000 - \$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.

We are an Equal Opportunity Employer

Tacoma Community House is 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.