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| <b>POSITION TITLE:</b>  | REACH Intake Coordinator       | <b>REPORTS TO:</b>                | ACT Program Manager |
| <b>EMPLOYMENT TYPE:</b> | Regular, Full-Time, Non-exempt | <b>SALARY RANGE:</b>              | \$41,000 annually   |
| <b>SCHEDULE:</b>        | 40 hours per week, on site     | <b>PRIORITY CONSIDERATION BY:</b> | 4/1/2024            |

### 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.

This position was developed to support the work being done by a collaborative team of local non-profits and service providers called ACT on Youth Homelessness. The team initially came together via the Pierce County's 100-day Challenge to move the needle on homelessness, housing an unprecedented 176 young people in 100 days. The Intake Coordinator supports REACH Programs which serve youth and young adults experiencing housing instability or homelessness between the ages of 12-24. The Intake Coordinator plays a crucial role in supporting the team of Social Workers and Outreach Specialists within the REACH programs. This position primarily focuses on managing all client referrals for REACH, ensuring a seamless intake process for individuals seeking assistance. The Intake Coordinator operates within a multidisciplinary and multi-agency framework, collaborating closely with various professionals and organizations to meet the diverse needs of clients.

### KEY RESPONSIBILITIES:

- Promptly connect with all Intake Q referrals within 48-72 hours to initiate client engagement
- 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.
- Thoroughly validate and update client information in the Intake Q to ensure accuracy and completeness
- Coordinate client appointments for Coordinated Entry(CE) with Outreach Specialists and System Navigators, ensuring seamless scheduling
- Uphold meticulous record-keeping practices in Intake Q, including maintaining organized referral records and assignment details

- Generate and deliver comprehensive Intake Q reports to supervisors on a weekly basis, facilitating informed decision making
- Document all client interactions and pertinent details comprehensively with the Intake Q notes
- Manage the entirety of client referrals within Intake Q, from initial intake to exit of programs
- Monitor and allocate client referrals efficiently to designated team members, ensuring timely action and follow-up
- Execute additional responsibilities as delegated by management, contributing to the overall effectiveness of the team and organization

## **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 administrative and/or data entry duties
- Personal experience with and an understanding of street culture and/or homelessness
- Education or experience in cultural intelligence

### **Other –**

- Required to carry a cell phone during all work hours
- 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 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 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:

\$41,000 annually, regular, full-time, benefits eligible.

## How to Apply:

Email a cover letter, your resume, and three professional references to: [jobs@reachtacoma.org](mailto: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.