



## ***Intake and Outreach Coordinator***

The REACH Center - Tacoma, WA

Position description

### **Organization Description:**

The REACH Center works with thousands of at-risk youth and young adults ages 16-24 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 approximately 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. REACH co-locates 20+ youth-focused agencies onsite through a one-stop service delivery model to provide a robust continuum of services and supports for 16-24-year-olds.

### **Position Description:**

The Intake and Outreach Coordinator ensures that the youth and young adults who visit REACH have a positive and productive first encounter at REACH, that REACH participants are effectively linked to the correct services at REACH, and that REACH has an outreach presence in the community.

The Intake and Outreach Coordinator supervises the City Resource Navigator, two Employment and GED Associates, AmeriCorps members, college interns, as well as Volunteers, and supports the coordination of outreach activities for REACH aimed at increasing the number of youth and young adults that utilize the REACH Center to advance their education, career, and life goals. This position reports to the Deputy Director.

### **Responsibilities:**

- Recruit, train, and supervise Employment and Education Associates, college interns, and volunteers to provide positive and productive intake and referral conversations with youth and young adults visiting The REACH Center.
- Conduct closing walkthroughs of the REACH Center
- Authorize distribution of supportive service materials to participants (bus passes, clothing items, food, showers, etc.)
- Gain and maintain an up-to-date understanding of both in-house and community resources for youth and young adults in order to connect walk-ins with the appropriate resources.
- Coordinate onsite events at REACH, including job fairs and resource fairs.
- Coordinate and attend outreach activities aimed at increasing the number of youth and young adults that utilize the REACH Center to advance their education, career, and life goals with the support of the City Resource Navigator.
- Provide behavioral management and positive role modeling to youth and young adults who violate the REACH Code of Conduct.
- Develop positive working relationships with REACH Center partner organizations that operate on and off site.
- Plan and host monthly networking meetings for youth serving community organizations to connect with one another.

- Reserve and prepare meeting rooms for REACH Center staff and partner organizations.
- Run background checks on prospective REACH employees and volunteers.
- Coordinate with partners to track attendance to REACH professional development and life skills workshops in the ETO Database.
- Support the Pierce College Graphic design intern in the design and preparation of REACH Center marketing materials including the REACH website.
- Other duties as assigned.

### **Periodic Responsibilities**

- In the absence of the AmeriCorps Team input intake form data into REACH ETO Database.
- In the absence of trained AmeriCorps members, interns, and/or qualified partners, serve as the main front desk greeter for The REACH Center, welcoming youth and young adults and completing an intake conversation and paperwork with them.

### **Seasonal Responsibilities:**

- In the absence of the AmeriCorps Education Associate
  - Manage GED wait list and master student list, by updating students' personal and testing information, scheduling enrollment appointments for Intake and outreach Coordinator.
  - Coordinating, proctoring, and tracking scores from weekly CASAS Testing.
  - Filing GED Students individual files.
  - Schedule and order GED student tests daily.
- In the absence of the AmeriCorps Employment Associate:
  - Supervise Resource Room drop- in's by providing job search, resume, cover letter, application, and interview assistance while maintaining a safe and professional workspace.
  - Conduct frequent phone follow up with participants and track job placement data for REACH participants in ETO Database.
  - Develop and/or host career and life skills workshops.
  - Remain knowledgeable about career opportunities for youth in the community.

### **Experience Required and Desirable Skills:**

- Bachelor's degree in social work, sociology, public administration, education, or a related field preferred. Associate's degree and one year of relevant experience may substitute.
- Minimum of one year of experience working with at-risk youth and young adults.
- Minimum of one year of experience in supervision.
- Strong organizational skills and high level of reliability in following through on tasks.
- High levels of emotional intelligence and cultural competency in the areas of youth development, LGBTQ youth, and racial equity.
- Passion for serving at-risk youth and young adults.
- Experience leading teams of people to organize projects and/or events.
- Typing proficiency of at least 55 wpm.
- Familiarity and competency with Microsoft Suite programs and Google Drive and ability to learn to quickly navigate new data management systems.
- Understanding of best practices in de-escalation and safety planning.

- Proven ability to work with individuals of varying skills and backgrounds.
- Ability to organize and prioritize multiple tasks.
- Ability to work as part of a team and adapt to changing needs, priorities, and timelines.
- Flexibility and adaptability with work schedule, which may include occasional evening and weekend commitments.
- 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.
- Washington Driver's License and reliable mode of transportation required by time of hire.

### **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.

### **Salary range:**

\$36,000 – \$40,000 annually, depending on qualifications.

### **How to Apply:**

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

[jobs@reachtacoma.org](mailto:jobs@reachtacoma.org)

### **Additional Information:**

Tacoma Community House is the fiscal sponsor of The REACH Center. 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.