

Part-Time Case Manager, Housing For Success (H4S)

The REACH Center - Tacoma, WA, United States

Effective May 2017

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.

Program Description:

Housing For Success (H4S) is a rapid rehousing program serving youth and young adults aged 13-24 who are experiencing homelessness. The REACH Center partners with three community-based organizations on this project: Shared Housing Services, Vadis, and Oasis Youth Center. These organizations collaborate to provide case management, housing provision, and mental health/life skills support to youth in the program. H4S is the first and only youth and young adult-focused housing program in Pierce County.

Position Description:

Under the supervision of the Lead Case Manager, H4S Case Managers are responsible for a caseload of 10-25 participants ages 16-24 (depending on level of participant need and number of hours worked per week) and support of various aspects of the H4S program, including data entry, partnership work, and support of the H4S Program Logistics Coordinator in timely submittal of reports. H4S Case Managers are expected to work closely with each other and with partner staff to ensure that H4S is meeting needs of participants and meeting required program benchmarks. This position is part time, contracted for 4-6 months at a time, and will require approximately 20-30 hours per week of work, on average.

Responsibilities:

- Provide case management to an average case load of an average of 8-12 participants in the H4S program. Case management will involve service plan development, monitoring, linkage to appropriate community resources, REACH support services, follow up, appropriate discharge, tracking, etc
- Support the H4S Program Logistics Coordinator in timely submission of reports, data entry, billing, and other administration-related tasks
- Assist clients with completing lease agreements and obtaining other supportive

documents such as identification, social security card, etc as required by leasing agents/property

- Maintain up-to-date information regarding tenant occupancy, move outs, and vacancies.
- Facilitate and coordinate supportive activities with other program staff, including job readiness training, resume preparation, interview practice, attending job fairs and networking with prospective employers, etc
- Maintain a thorough and complete record of each participant's activity/progress in alignment with funder requirements
- Establish and maintain collaborative working relationships with homeless shelters and community resources
- Prepare and submit reports on a timely manner basis
- Attend community resource meetings and workshops as required
- Provide supervision and learning support to H4S college interns as interns become available
- Other duties as assigned

Experience Required and Desirable Skills:

- Bachelor's degree in social work, counseling, sociology, psychology, education, or a related field required. A strong combination of skills and experience may substitute.
- Experience and/or knowledge of transitional housing practices and homelessness issues
- Passion for serving youth
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQ populations, people of color, and at-risk youth and young adults
- Ability to work with individuals of varying skills and backgrounds
- Strong data management and analytical skills
- 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 includes some evenings
- Knowledge of rapid re-housing practices desirable
- Washington Drivers License and business-use vehicle insurance required by time of hire

Desired competencies:

- **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.
- **Collaboration:** Ability to participate as an active member of the staff team and develop strong relationships with partner organizations.
- **Communication:** Strong written and oral communication skills, including openness to feedback, and ability to present information concisely and effectively, both verbally and in writing.
- **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.
- **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.

- ***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.
- ***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.
- ***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.

Compensation:

\$15.50-\$17.50/hour, depending on qualifications.

How to Apply:

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

jobs@reachtacoma.org

Additional Information:

The REACH Center is fiscally sponsored by 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.