



**Program Specialist, Housing 4 Success (H4S)**  
*The REACH Center - Tacoma, WA, United States*

**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 4 Success (H4S) is a REACH Center program in Tacoma/Pierce County that serves youth and young adults aged 18-24 who are experiencing homelessness. The REACH Center partners with three community-based organizations on this project. These organizations collaborate to provide excellent case management, housing provision, and mental health/life skills support to youth in the program.

Participants are referred to H4S via Pierce County's Coordinated Entry system, and H4S staff works with referred participants to identify and secure housing. Once housed, the participant works closely with case management to obtain adequate income to be able to pay their rent with no subsidy. Participants are placed in one of three tracks: Stepping Stones, a host-home model where participants reside with a live-in mentor; Roommates, a model based on how the average person in the age range live outside of the program; and Responsible Renters, a rapid rehousing model where participants are geared to take over their lease in a short amount of time.

**Position Description:**

Under the supervision of the Lead Case Manager, the Program Specialist is responsible for all administrative duties for the Housing 4 Success (H4S) Program including data collection, finances, reporting, and supportive services. This is a full-time position.

**Responsibilities:**

***Reporting***

- Report on program progress to different audiences, including city and county officials, community partners, and internal case management team. Work may be done on e-Cimpact, TMHCD, ETO, and HMIS.
- Work with Accounting Assistant to provide Pierce County and City of Tacoma with monthly billing reports.



- Manage Homeless Management Information System for program, entering service transactions, completing data reports per Pierce County guidance, and informing case management team of any necessary changes and corrections to client profiles.
- Conduct quality assurance program, self-monitoring plan as assigned by supervisor.

#### ***Finances***

- Request all rents, security deposits, and utility payments for clients. Once received, deliver checks to either in person or through mail.
- Manage credit card balance, letting know when the card is close to exceeding the limit, and providing receipts to Accounting Assistant.
- Collect paystubs for clients and calculate rental contributions for clients as needed and communicate with clients and case managers about any changes.
- As needed, request checks and/or reimbursement for ad-hoc supportive services.

#### ***Administrative Support for Client Services***

- Manage background intake work, such as running background checks, credit checks, informing case management about clients' track assessment results.
- Order monthly ORCA cards for clients, and purchase gift cards in bulk.
- Schedule World Vision Pick-up for REACH and Housing 4 Success, partnering with REACH General staff.
- Organize client files, maintaining documents, and creating binders for newly housed clients.
- Track and coordinate initial and annual Housing Quality Inspections.
- Maintain up-to-date information regarding tenant occupancy, move outs, and vacancies

#### ***Community Engagement***

- Attend community meetings, such weekly case management meetings, housing coalitions, system workgroups, and data administrative meetings as assigned.
- Support the planning and implementation of landlord appreciation events.
- Attend trainings, events, and functions that would help bring relevant knowledge to the H4S team.
- Establish and maintain relationships with property management companies; advocate on behalf of participants and Housing 4 Success program.

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

- Bachelor's degree highly desirable. Associate's degree with a strong background of relevant skills and experience may substitute.
- Strong data management and analytical skills
- Experience and/or knowledge of transitional housing practices and homelessness issues
- Experience and/or knowledge of rapid re-housing practices
- Intermediate skill level in Microsoft Office Suite (Excel, Word, Powerpoint, Etc.)
- Experience using digital reporting databases
- Experience using Google Drive
- Knowledge of homelessness issues
- Passion for serving youth



- Ability to organize and prioritize multiple tasks
- Ability to work with individuals of varying skills and backgrounds
- 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
- Washington Drivers License and business-use vehicle insurance required by time of hire

**Salary:**

\$35,000 - \$40,000, depending on skills and qualifications.

**How to Apply:**

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

**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.