



"Building strong, healthy, self-sufficient families since 1992"

Website: www.fscss.org

3545 7th Ave SW, Suite 200 Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: Coordinated Entry Outreach Specialist (Bilingual Spanish/English preferred)

REPORTS TO: Homeless Family Services Program Manager

SALARY & BENEFITS: \$16-\$18 per hour DOQ. Benefits package includes medical, dental, vision, life, vacation, sick, and holiday leave.

HOURS: Full time 40 hours per week, Monday-Friday 8:30-5:00PM. May include some evening/weekend work.

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families*". Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Family Support Center of South Sound is the lead Coordinated Entry provider for all of Thurston County, responsible for ensuring all individuals experiencing homelessness have quick access to intake and assessment, as well as prioritization and referral to available housing services throughout the County. FSCSS serves as the entry point for families with children and survivors of domestic violence and contracts with Community Youth Services to serve as the entry point for youth and young adults 18-24, and Community Action Council to serve single adults without children.

Position Summary: The Coordinated Entry Outreach Specialist is tasked with coordinating with all of the existing outreach teams in Thurston County that work and engage with individuals, families, and youth experiencing homelessness. The Specialist will work collaboratively to ensure all existing outreach teams know how to refer all individuals, families, and youth to the Coordinated Entry system, will receive training from the Specialist on the various intake and assessment processes, provide direct outreach and assessment to the various encampments and places where households experiencing homelessness park, etc. This is a new position for our Coordinated Entry system, and will be critical to ensuring our community's unsheltered homeless population have greater access to the CE system.

Required Skills and Experience:

- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Experience: A minimum of 2 years (formal or informal) experience working with individuals who are experiencing homelessness, providing outreach to unsheltered households, and/or supporting those in crisis.
- Skills: Ability to write and speak effectively with all audiences
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs.

Preferred Skills & Experience:

- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Experience in providing street outreach
- Ability to write and speak proficiently in Spanish
- Experience with HMIS database and other electronic client tracking systems such as Apricot
- Transportation: Insured personal vehicle and be willing to travel locally

Licenses and Other Requirements:

- Washington State Driver's License
- Fully insurable driving record

"working together to strengthen all families"

EXECUTIVE DIRECTOR: Trish Gregory OFFICERS: Marie Lanese, Chair • Dan Smith, Vice Chair • Joanna Garrett, Secretary • Ken Miller, Treasurer

BOARD MEMBERS: • Jane Field • Elizabeth Petrich • Theresa Slusher • Eric Sullivan • Dan White • Nam Nguyen

• Katie McMurray • Alyssa Humbert • Daniel Berner, General Council

- Ability to pass a comprehensive background check
- Current DV/SA advocacy certification or willingness to obtain certification upon employment

Primary Responsibilities:

- Establish relationships with all existing community outreach teams, including but not limited to GROWL, CYS Street Outreach, PiPE, Olympia Downtown Ambassadors, CRU, etc.
- Coordinate training for street outreach teams to include CE intake and assessment process and/or to ensure clear understanding of how to refer households to the Coordinated Entry system in Thurston County
- Act as point of contact for all street outreach teams looking to connect an individual or household to the CE system; ensure the referral gets to the correct entry point and the individual receives an intake and assessment
- Complete CE intakes and assessments while doing outreach across the County, including but not limited to outreach to City of Olympia mitigation site, encampments, and other places in which the unsheltered population is temporarily residing
- Participate in community meetings applicable to the Coordinated Entry system, including Homeless Housing Hub, Coordinated Entry Committee, Subcommittee on racial justice, etc.
- Complete applicable HMIS and Apricot data entry for all CE intakes/assessments completed. Ensure proper data quality.
- Participate in outreach efforts throughout the County on a weekly basis, and offer basic need items and supplies as available (including clothing, hygiene items, shower passes, snacks, etc.). This may include evening or weekend shifts to ensure greatest reach possible
- When possible, complete full Coordinated Entry intake and assessment, placing household/individual on the applicable master list and connect directly to applicable provider for further support
- Support each CE provider in ensuring that households who are eligible for multiple housing/master lists are on each list with the applicable housing provider
- Participate in Family Support Center's twice monthly all staff meeting
- Provide immediate crisis intervention and safety planning with individuals experiencing homelessness
- Work from a housing first and low barrier perspective, ensuring households are screened in and not out
- Support all populations – individuals, families, youth/young adults, survivors, Veterans – in accessing Coordinated Entry quickly.
- Participate in Family Support Center's on-call rotation to provide backup support to volunteers in evenings; approximately 3-4 weeks per year.
- Complete homeless verifications to affirm eligibility for various programs and services.
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to Natalies@fscss.org or fax documents to 360-943-1139 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls.

Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.