



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

Website: www.fcss.org

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

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

POSITION TITLE: Community Outreach Specialist

REPORTS TO: Deputy Director

SALARY & BENEFITS: \$18.00-19.00 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 Community Outreach Specialist is a Department of Commerce grant funded pilot project position for the 2020-2021 fiscal year. The position will work closely with the Thurston County Coordinated Entry partners including Community Action Council of Lewis Mason Thurston Counties, Community Youth Services, Thurston County, and Family Support Center to provide targeted outreach to underserved areas of the County with the goal to divert households from the larger homeless system. The purpose of this pilot project is to better understand who is not accessing the larger homeless response system, with a specific focus on racial disparities in inequality. The position will work alongside a dedicated Outreach AmeriCorps member, as well as the Outreach Coordinator to provide outreach throughout the County, including co-locating onsite at partner organizations, school resource centers, and encampments.

Preferred Skills & 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.
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Understanding of low barrier services, harm reduction, trauma informed care, housing first, and diversion
- Bilingual, preferably in English and 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

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

Primary Responsibilities:

- Utilize local data to identify and target outreach services to populations who are disproportionately and/or underserved by the homeless housing system. Collaborate with Coordinated Entry team to improve and expand the existing system with a lens of racial equity. Identify creative and strategic locations/partnerships to access and increase service provisions to address system inequities.
- Provide outreach to Thurston County’s unsheltered individuals/households, including within encampments, safe parking locations, and other places where unhoused individuals gather.
- Provide drop in services at partner agency sites including but not limited to Community Action Council LMT, Community Youth Services, North Thurston Family Resource Center, Cielo, ROOF, area shelters and food bank locations, etc.
- Provide client centered, diversion conversations and resources in order to divert households from the homeless response system; offer creative and flexible conversations to support households in identifying their own resources
- Provide resources to all populations – individuals, families, youth/young adults, survivors, Veterans
- Provide immediate crisis intervention and safety planning; distribute flexible diversion assistance funds when necessary with the goal to help households maintain their housing, or divert from the homeless response system
- Participate in community meetings including but not limited to Coordinated Entry Committee, GROWL, Balance of State Race & Equity subpopulation, Vulnerability Index, etc.
- Work with supervisor and team to participate in Commerce’s pilot project cohort, including training and workshops with Building Changes
- Provide mentorship to AmeriCorps Youth in Service member
- Participate in Family Support Center’s twice monthly all staff meetings, zoom calls, and weekly supervisions
- Complete applicable HMIS and Apricot data entry for all CE intakes/assessments completed. Ensure proper data quality across all systems
- Work from a housing first, harm reduction, and low barrier perspective, ensuring households are screened in and not out
- Participate in Family Support Center’s on-call rotation to provide backup support to overnight staff; approximately 3-4 weeks per year.
- 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 please.

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.