



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

Website: www.fscss.org

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

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

POSITION TITLE: Outreach Coordinator (Bilingual Spanish/English preferred)

REPORTS TO: Homeless Family Services Program Manager

SALARY & BENEFITS: \$18-\$20 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 Outreach Coordinator is tasked with providing direct outreach to households experiencing homelessness in Thurston County, specifically unsheltered homelessness. This includes regularly supporting households in encampments, living in cars and RVs, and in other places not meant for human habitation. This staff member will be trained in the Coordinated Entry process for all populations, able to provide intake, assessment, and prioritization to ensure households quickly gain access to housing and shelter resources that they are interested and eligible in. Regular participation in key community meetings, task forces, and work groups is critical to this position, in addition to collaboration and effective communication with all of the community's outreach teams. This position will work closely with Community Action Council and Community Youth Services and their teams, ensuring all populations have equitable access to the Coordinated Entry system. This position requires a substantial amount of walking, carrying supplies, and driving throughout the County. Mileage reimbursement is provided.

Preferred Skills and 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.
- 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
- Experience in providing street outreach
- Bilingual, preferably 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:

- Establish relationships with all existing community outreach teams, including but not limited to GROWL, CYS Street Outreach, PiPE, Olympia Downtown Ambassadors, Capital Recovery Center, City of Olympia Crisis Response Unit, Community Action Council, etc.
- Collaborate with Coordinated Entry providers to support other outreach teams' effective and accurate participation in the Coordinated Entry process, including but not limited to training on intake process, VI assessment, etc.
- 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
- Utilize a phased assessment approach that includes diversion and creative problem solving with all households served; work to divert household from larger homeless response system.
- 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, VI meeting, GROWL, VI Racial Equity Research Meeting, etc.
- Complete applicable HMIS, Ragic, and/or Apricot data entry for all CE intakes/assessments completed. Ensure proper data quality and timeliness.
- 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
- 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 internal team meetings and trainings
- Provide immediate crisis intervention and safety planning with individuals experiencing homelessness
- Work from a housing first, harm reduction 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 overnight and weekend staff at Pear Blossom Place shelter; approximately 3-4 weeks per year.
- Complete homeless verifications to affirm eligibility for various programs and services.
- Support with the mentorship and development of applicable team members including AmeriCorps Youth in Service members
- 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 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.