



"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: Coordinated Entry Specialist (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. Occasional nights/weekends.

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.

Position Summary: The Coordinated Entry Specialist is responsible for supporting households in mitigating their current housing crisis. This may include problem solving conversations to identify a creative housing solution that diverts the household from the homeless system, connecting to internal and external financial resources, and establishing longer term housing goals. For households that cannot be diverted from the homeless response system, the staff member will complete Coordinated Entry intake, assessment, and prioritization for shelter and housing services. This position will most often support families with children and survivors of domestic violence, and occasionally single adults. Family Support Center is the lead Coordinated Entry provider for Thurston County, and this position must remain up to date with current policies and procedures, availability of community resources, and ensuring households are routed to the correct internal or external program as quickly as possible.

Preferred Skills and Experience:

- Education: Associates degree in social services or related field. May substitute education for comparable work experience.
- Experience: A minimum of 1 year of experience working directly with families or individuals in crisis providing case management, goal planning, advocacy, or similar service
- Skills: Ability to write and speak effectively with all audiences
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs.
- 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
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations

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:

- Assess and identify options and strategies to divert imminently homeless families from the homeless system, including identifying potential diversion resources, opportunities to increase income, or overall family stability.

- Provide one on one support to assist clients in meeting their goals which may include eviction prevention, development of resumes, interview prep, job search, budgeting, credit repair etc.
- Coordinate and participate in outreach activities to support increased service to underserved populations residing throughout Thurston County.
- Complete intake and applicable assessments for all households who cannot be diverted from the larger homeless response system, specifically families with children and survivors of domestic violence.
- Complete applicable HMIS and Apricot data entry for all CE intakes/assessments completed
- Provide homeless youth and homeless single individuals with immediate basic need resources and directly connect them to the appropriate coordinated entry point for the population (Community Youth Services for Youth, Community Action Council for Singles/childless adults).
- As applicable, complete verifications of homelessness, income, and children's status with clients upon intake
- Work from a housing first, harm reduction, and low barrier perspective, ensuring households are screened in and not out
- When time permits, begin developing housing barriers assessment and individualized goal plan with families and survivors
- Directly connect families with access to resources to meet their immediate needs including: shelter, food, clothing, transportation resources, diapers, hygiene supplies etc.
- Schedule families/survivors with follow up case management/advocacy appointment.
- Ensure all data entry is complete following each Coordinated Entry intake, including thorough case notes so next staff member is able to easily pick up where CE Specialist left off, reducing trauma on family
- Maintain accurate and thorough electronic files. Retain documentation and case notes of services provided Ie: copies of referral forms, HMIS release, completed housing or benefits applications, vulnerability assessment, provisions provided etc.
- Provide CE Intakes on a walk-in basis, remaining flexible and responsive to the needs of those seeking services. Average of 4 intakes per day.
- Provide phone intake and/or community based intakes as schedule allows and coordinated with supervisor.
- Enter data into the HMIS system. Ensure proper data quality and timeliness.
- Participate in agency's on-call rotation to provide backup support to volunteers in evenings; 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.

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.