



POSITION TITLE: Housing Stability Crisis Peer Counselor (Bilingual English/Spanish preferred)

REPORTS TO: Housing First Program Manager

HIRING RANGE: \$26.25 to \$26.75 per hour

BENEFITS: Full benefits package including: medical, dental, vision, holidays (90 hours per fiscal year, days chosen by employee), vacation (2 weeks per year- accrued per hour worked), and sick leave (12 days/year- accrued per hour worked). 401k contribution after 12 months of employment.

HOURS: Full time 35 hours per week; Tues - Friday 12pm - 8pm, Saturday 12pm-5pm. Hours may vary based on program needs and coordination with employees.

LOCATION: This position is based at Family Support Center’s Main Campus location in West Olympia, and requires daily local travel and co-locating at FSC’s other locations.

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 and Survivors*”. 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 Housing Stability Crisis Peer Counselor will draw from lived experience to work alongside families with children who have serious mental health and/or substance use disorders who are experiencing homelessness or at imminent risk of homelessness. The Crisis Peer Counselor must have a good understanding of best practices including housing first, harm reduction, trauma informed care, and the protective factors framework. The Crisis Peer counselor will work outside of normal business hours with the goal to support people in crisis outside of the 9-5 working hours. This will be done through direct client engagement, facilitating community activities that help build positive social connections, and connection to other agency and community programs. This role requires maintaining strong boundaries while building supportive rapport and peer support. The Crisis Peer Counselor will work in collaboration with other Housing First staff and the broader housing team at Family Support Center to ensure households have and maintain stable housing.

Preferred Skills & Experience:

- Bilingual English/Spanish
- Experience: A minimum of 1 year of working directly with families providing case management/ home visitation /advocacy/resource and referral or related work experience
- Understanding of the principles and practices of Housing First and harm reduction
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs
- Education: Bachelor’s degree in social services or related field. May substitute education for comparable work experience.
- Local experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Experience providing crisis intervention
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking
- Transportation: Must have 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
- Over age 18

- Lived experience with mental and/or behavioral health challenges, substance use, and/or homelessness, with the ability to use that experience to provide peer based support
- Certified Peer Counselor; if not currently certified, willing to gain certification within 6 months of employment

Primary Responsibilities:

- Manage and maintain a caseload of eligible families with children in accordance with the administrative plan, which determines caseload size, providing timely access to Crisis Peer Counselor services, and consistent continuity of care.
- Provide peer support during non-traditional office hours in an effort to reduce client's crisis and increase their social connections and stability.
- Be available to clients staying at FSC's various shelter and housing locations, such as Pear Blossom Place and The Landing; have a regular "office hours" at each location.
- Deescalate crisis situations where clients may be experiencing mental, behavioral or SUD crisis. Follow-up with that household through peer services on caseload.
- Collaborate with Law Enforcement, Emergency Services, and Crisis Response Teams during the de-escalation process as needed.
- Create and facilitate community activities for clients residing at FSC's locations with the assistance of volunteers or other FSC Staff to promote housing sustainability and building communities. This may include facilitating Life Skill Classes, Resume Workshops, Peer Support Groups, etc.
- Remain knowledgeable and aware of the eligibility requirements for FSC's various programs in order to correctly refer clients to available resources, which may include scheduling and/or completing coordinated entry, Housing First enrollments, etc.
- Work closely with other Crisis Peer Counselor, teaming up to respond to crisis situations and offer collaborative support.
- Accompany clients to various appointments or meetings as requested in order to support in access and utilization of community resources.
- Provide advocacy services to support clients in achieving the established goal plan, often created in collaboration with their Housing First Specialist or housing case manager.
- Support households in finding greater housing stability, be it through maintaining their current housing situation or securing new housing.
- As needed, support clients in accessing treatment services for mental and/or behavioral health needs. Support with achieving resiliency and recovery as identified by the person.
- Build relationships with community providers working with clients experiencing mental illness and behavioral health needs in order to facilitate quicker and more effective referrals and enrollments into services.
- Draw upon their own life experiences to provide encouragement and Crisis Peer Counseling.
- Provide services from a perspective of recovery oriented, person-centered, relationship focused, and trauma informed.
- Deliver vision-driven hope and encouragement by using motivational interviewing, setting meaningful goals, supporting clients throughout their recovery journey, and helping them build strong connections to community support systems.
- Provide opportunities for individuals receiving services to direct their own recovery process.
- Inform participants of available service options and choices while promoting the use of natural supports and resources within the community.
- Exhibit a nonjudgmental approach, effective listening, and positive interactions.
- Support clients in achieving the goals established with their housing case manager; if goals not established, work with clients to establish goals. Utilize a goal plan as an ongoing tool to guide case

management service. Keep goal plans up to date and flexible to the needs and individual goals of each family.

- Meet with clients as often as necessary to evaluate progress in meeting steps in action plan, celebrate successes, provide comprehensive one on one support and advocacy to overcome challenges, and reassess and modify goals as necessary to ensure success.
- Provide direct services to assist clients in meeting their goals. I.e.: assist in completing housing applications, rapid re-housing documents, completing credit repair tasks, and addressing other barriers to accessing housing.
- Assist households with basic lease compliance, provide support as need arises to prevent evictions.
- Support households in independently caring for their own health, safety, and well-being; support with self-efficacy by helping coordinate services including but not limited to transportation, securing of required documents, etc.
- Provide mobile advocacy and home visitation with households, meeting clients where they are at and where is most comfortable and convenient for the household.
- Connect households to various mainstream or community benefits in which they are interested and eligible for.
- Ensure households who are enrolled meet eligibility requirements and that all necessary documentation is on file.
- Maintain accurate and thorough electronic files. Retain documentation and case notes of services provided as well as records that demonstrate the successful completion of goals. I.e.: copies of referral forms, completed housing applications, employment, or benefits applications; new hire letter, lease, etc. Ensure required program documentation is maintained (homeless verification, income verification, HMIS release form etc.)
- Support clients in accessing direct client funds by submitting requests as needed, and ensuring documentation is up to date to meet requirements
- Exit clients from the program if no contact for 6 weeks. Document a minimum of weekly attempts to make contact first (phone call, email, texts, home visit).
- Represent Family Support Center at community meetings including such as Homeless Housing Hub, Local Planning Area, and Coordinated Entry.
- Participate in the agency's on-call rotation to provide backup support to volunteers in evenings; approximately 3-4 weeks per year.
- Participate in community outreach as directed by supervisor or other leadership.
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to hr@fscss.org or fax documents to 360-943-1139 ATTN: Hiring, 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.