"Working Together to Strengthen ALL Families and Survivors"
Website: www.fscss.org
3545 7th Ave SW STE 200, Olympia, WA 98502
Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: On-Call Pear Blossom Place Support Staff
SALARY: $23.63-$24.13 per hour (Bilingual)
BENEFITS: Vacation (accrued at 0.038hrs/hour worked) and Sick (accrued at 0.049hrs/hour worked), prorated holiday time for employees with regular schedule. 401k contributions after 12 months of employment.
HOURS: 0 to 35 hours per week – may include daytime, evening, overnight, or weekend hours.
REPORTS TO: Family Shelter Program Manager
LOCATION: This position is based fully out of our family shelter, Pear Blossom Place.

About Us: The Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families 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: Pear Blossom Place is Thurston County's only 24/7 shelter for families experiencing homelessness, and provides at least 36 parents and children safety, stability, and warmth every night of the year. Pear Blossom Place operates from a low barrier and harm reduction model, working from a strengths based perspective in supporting families in accessing permanent housing. Staff at Pear Blossom Place are critical to supporting families in achieving their goals, ensuring shelter is safe and clean, mitigating conflicts and challenges between guests, and for answering the 24 hour Coordinated Entry Hotline for shelter and housing resources. This position is an on-call role, and may include overnight and weekend shifts, and is an awake position.

Job Requirements/Qualifications:

- Experience: Successful applicant will have 1 or more years of experience working with families with children, diverse populations, and providing crisis intervention.
- Education/Training: High school diploma or GED
- Technology: Proficient in computer use, including Microsoft Windows programs, HMIS, or other client database systems.

Licenses and Other Requirements:

- Ability to pass a comprehensive background check
- Over the age of 18

Primary Responsibilities:

- Interact positively with families from diverse cultural, racial, and linguistic backgrounds
- Support families staying in the shelter units, as well as the common area of shelter with accessing community resources (i.e.: food bank, WIC, health care, school enrollment,

etc.); scheduling appointments with case managers and service providers; applying for housing, school, or jobs; achieving the goals set on their individualized goal plan
- Complete Coordinated Entry intakes and assessments for new families seeking shelter or housing resources, which may be done via phone or in person
- Complete Coordinated Entry intakes for single households calling the hotline, including submitting paperwork to the applicable service provider
- Be trained and proficient in HMIS and Apricot, and complete necessary data entry
- Complete case notes for families in which services are provided, including resource navigation/coordination, goal achievement, housing updates, etc.
- During COVID-19 response and hazardous weather season, screen families for shelter placement, completing necessary paperwork and data entry
- Clean and sanitize common area shelter spaces throughout shift, including high touch surfaces, windows, shared restrooms, laundry room, reception area, etc.
- Participate in ongoing training and continuing education, including webinars and live trainings as recommended by supervisor and self-identified
- Support with turning over of shelter units, including light maintenance, painting, and cleaning of rooms
- Welcome new families into shelter units, providing families with all of the items they may need to be comfortable and situated
- Maintain laundry schedule for guests, and also maintaining laundry of bedding for families staying in the common area
- Work with other PBP staff to maintain resource board or binder of current resources available in the community (food bank hours, community meals, clothing banks), as well as open employment opportunities and housing availability
- Collaborate with case management team to provide necessary follow up to support families in transitioning to permanent housing as quickly as possible
- Provide case management support to families living in the onsite permanent supportive housing units in collaboration with other direct service staff at Pear Blossom Place
- Other duties as assigned

To apply for this position, email your professional resume, cover letter, and contact information for three professional references (phone and email preferred) to hiring@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