

EMPLOYMENT OPPORTUNITY

Care Specialist(s)

This position provides comprehensive care coordination for individuals experiencing homelessness or housing instability. The Specialist works with participants to develop individualized support plans to achieve housing stability and move toward self-sufficiency, while meeting them where they are at, this may be inside or outside the office. The Specialist interacts with diverse community supports, including behavioral health, substance abuse treatment, physical health, criminal justice, benefits management and employment. **Looking to fill multiple positions.** Positions are full time at 37.5-40 hours per week.

JOB DUTIES and RESPONSIBILITIES INCLUDE:

1. Coordinate care that is safe, timely, effective, efficient, equitable, and client-centered.
2. Accept case assignments in a timely manner, review case progress, and determine program exits.
3. Help clients achieve wellness and autonomy.
4. Complete comprehensive assessments in the domains of housing, health, financial stability, food, employment, transportation, and other key areas as appropriate.
5. Work collaboratively with a client to identify goals, steps to achieve goals and resources needed to achieve self-sufficiency.
6. Maintain regular communication with tenants, landlords, community partners, and management.
7. Educate and inform applicants of program requirements and responsibilities.
8. Provide skills training in household budgeting. Inform clients of available assistance with financial resources, such as the Earned Income Tax Credit and Working Families Tax Credit.
9. Advocate and refer for services, including financial assistance, tax assistance, legal aid, housing, job placement, education, primary healthcare, mental health, substance treatment, and other client-identified needs.
10. Coach participants to improve self-advocacy by encouraging them to identify needs, present possible solutions, complete action steps, and communicate effectively.
11. Complete all required documentation, including but not limited to stability plans, client eligibility, enrollment, tracking, and contacts with or on behalf of individual participants.
12. Daily data entry into EmpowOr and HMIS relevant to their clients.
13. Meet and maintain pre-established caseload and billable units.
14. Collect data and prepare reports as mandated by program procedure within the agency.
15. Attend scheduled interdisciplinary team meetings and supervisory sessions.
16. Positively represent Community Action in the community, including external meetings and forums.
17. Bilingual English/Spanish Specialist: may assist with outreach and engagement with Spanish-speaking individuals and communities. May provide interpretive services and consultation to ensure cultural competency for all programs at CA.
18. Participate in agency meetings and trainings as required.
19. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- 2 years related professional experience or a related peer certification. Lived experience with demonstrated success in self-advocacy may substitute.
- Lived experience with homelessness and factors associated with housing instability preferred.
- AA/BA/BS Degree in Social Services or related field preferred.

Or a combination of education and experience providing the knowledge, skills, and abilities to successfully perform the work.

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.
- Certified Peer Counselor Certificate preferred.
- Training necessary (within 1 year of hire): Trauma-informed care, motivational interviewing, Blood borne Pathogens, First Aid/CPR, Safety, Mandated Reporting, Confidentiality, HIPAA, Crisis Intervention, and De-Escalation.

Skills and Abilities

- Spanish/English bilingual helpful.
- Must be able to work independently with limited supervision.
- Requires knowledge and belief in "Housing First" philosophy and strategies.
- Motivational interviewing skills desired.
- Ability to set boundaries, resolve conflict, problem solve, and de-escalate issues.
- Ability to work independently, as well as, part of a team.
- Excellent organization and time management skills.
- Ability to maintain confidentiality.
- Ability to pass and maintain a background check.
- Proficient in Microsoft Office Suite applications, including Excel, Word, PowerPoint, and Outlook programs.
- Must have strong and effective communication skills (oral and written).
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine) is needed.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS: Work is generally performed in an office environment, unless otherwise indicated in job duties. Extended sitting may be required. Sufficient mobility required for use of standard office equipment. Hearing and communication ability must be sufficient to perform essential job functions. While providing client services outside of the office employee May be exposed to situational, environmental or health hazards. Travel within and outside Agency's service area may be required for community outreach, meetings, training and other job-related activities.

COMPENSATION AND BENEFITS:

Starting wage between \$20.42 - \$22.54 per hour (DOE)

Benefits include:

- Medical & Dental Insurance including Rx and Vision
- Life Insurance and AD&D coverage

- Cafeteria 125 Supplemental Benefits
- Retirement Plan (3% Employer Match)
- Employee Assistance Program & Mental Health Support
- Paid Sick and Vacation Leave
- 12 Holidays per year
- Health club discount

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Qualified candidates are encouraged to apply by providing **ALL** items requested. Please submit the following:

(1) Community Action Application (2) Resume (3) Letter of Interest.

Application Packets should be submitted to: **employment@communityactionskagit.org**

You can find all job announcements and apply online on our website at www.communityactionskagit.org

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer. Should you require accommodation in the application process, please contact our HR Department.
