



northwest  
youth services

## job description: care coordinator II – Skagit Engagement

### agency information

**Position Title:** Skagit Engagement Care Coordinator II

**Location:** Skagit County

**Reports to:** Associate Director of Engagement, Skagit County

**Hours:** 40 hours per week, non-exempt position

**Starting Salary Range:** \$22.63 - \$25.22

**Women, people of color, transgender individuals, alumni of foster care, those who have experienced youth homelessness and members of other underrepresented populations are strongly encouraged to apply.**

**Mission:** At Northwest Youth Services, we affirm youth experience and autonomy, as we work together to foster collective healing and justice, in order to dismantle the systems of oppression that perpetuate youth homelessness.

#### Core Values:

*Community* – We promote interdependence and recognize that everybody needs a community to thrive. We know that we are stronger together.

*Justice & Liberation* - We believe that it is critical to acknowledge, name, and actively work to dismantle the historic systems and societal structures that fuel crisis and poverty.

*Humanity* - We work with respect and compassion for each other and believe that everyone deserves to belong: to be safe, heard, and valued.

*Accountability* – We believe that no one is done learning; as a community we hold each other to a high standard, and work to educate, grow and heal together.

**Vision:** Guided by our core values and commitment to becoming an Anti-Racist organization, Northwest Youth Services envisions a community in which all young people are seen as catalysts in creating a just and liberated society that supports each of our unique journeys through life.

### job mission

This position contributes to NWYS' success by providing care coordination for youth and young adults aged 12-25 engaged in outreach and drop-in services and enrolled in pre-housing case management in Skagit County.

Skagit Engagement's goal is to ensure NWYS services are accessible to all youth and young adults experiencing homelessness in Skagit County by meeting youth where they are at, providing services to address barriers to accessing resources within NWYS and the larger community, offering a culturally diverse and welcoming front door for all youth and young adults in our community, and developing relationships with community partners to support referrals and connections to services.



## core competencies

To perform this job successfully, the individual should demonstrate the following competencies:

**Change Agility:** Able to embrace needed change; able to provide and implement feedback; effective in the face of ambiguity.

**Integrity:** Must be honest and take responsibility for actions and enforce healthy boundaries with both youth and staff members.

**Positive Impact:** Have a passion for NWYS' mission and vision; display a positive attitude.

**Learning Agility:** Seeks to improve knowledge, skills, and abilities in related service areas. Accepts and is receptive to supervision, integrates offered by others.

**Creativity:** Resourceful in finding ways to improve and advocate for change when necessary; fosters creativity in others.

**Active Listening:** Ability to effectively work independently and in partnership with team members; ability to communicate effectively with youth and others.

**Informal Communication:** Articulate ideas clearly and organize ideas effectively. Answers phone calls and emails promptly and respectfully.

**Organizational Knowledge:** Understands operational procedures; demonstrates an in-depth understanding of what the organization does.

**Initiative:** Proactive; act without being prompted.

**Team Player:** Effectively partner with people across the organization; is committed to the success of all team members as it supports the vision and mission of the organization.

**Sensitivity:** Communicates empathy and respect of individuals; ability to be appreciative of diversity.

## key responsibilities

### Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate positive thinking and best practices for young people;
- Participates in creating and maintaining a workplace that values diversity and is free of racism, sexism, heterosexism, ableism, and other discriminatory practices;
- Work in alignment with the administration, advancement and service teams to promote a unified, collaborative model of care for youth participants;
- Maintain meaningful involvement with advocates and community partners to further supports for youth and young adults experiencing homelessness;
- Foster an organizational culture that builds on our mission and core values of youth engagement and partnership;

### Care Coordination and Outreach (80%):

- Conduct regular Street outreach to connect with youth and young adults experiencing homelessness across Skagit County, provide basic needs items and referrals to housing and other services;
- Provide intensive, mobile supports to a case load of youth and young adults enrolled in pre-housing case management working towards housing stability;
- Provide friendly, informed, and responsive customer service by welcoming all guests who visit the drop-in site and by answering phone calls and responding to emails promptly;
- Engage youth in diversion discussions;

- Provide one on one employment and education coaching and support including but not limited to help with employment search, developing resumes, enrolling in school or GED programming and preparing for interviews;
- Assist youth and young adults enrolled in pre-housing supports to create goal plans and decrease barriers as they work to achieve their identified goals;
- Assist youth and young adults to complete service forms and screenings to enter and remain active on NWYS's Housing Interest Pool and other service waitlists;
- Develop and maintain community partnerships to facilitate easy pathways for youth and young adults to connect with NWYS and increase external referrals and wrap around services options;
- Work closely with Housing Services to understand programming and support cohesion of services within one program model;
- Availability both in-person and by phone 9am to 5pm, Monday – Friday;
- Manage time and tasks to conduct work in a timely manner;
- Support Enrollment Services Coordinator with Youth Interest Pool (YIP) management as needed;
- Assist youth to enter Skagit County Coordinated Entry by completing and submitting Coordinated Entry paperwork and supporting youth with regular check ins to Community Action of Skagit County;
- Research and provide appropriate referrals and information to youth about NWYS services and other resources within the County;
- Uphold appropriate boundaries;
- Staff 1-3 walk in shifts each week in collaboration with other Skagit staff;
- Utilize rapport building and de-escalation skills as needed to support an equitable space that is accessible, inclusive, and welcoming to all youth and young adults in Skagit County;
- Be part of a collaborative team.

#### **Operations and Clerical (20%)**

- Complete timely and accurate enrollment and exit paperwork, data collection and submission;
- Maintain up to date, organized and complete files and case logs;
- Keep supervisor informed of issues and concerns related to youth;
- Attend all required staff meetings, training, team meetings and any other activities identified as necessary;
- Maintain knowledge of program policies and procedures;
- When requested, participate in program evaluation efforts;
- Actively complete professional training and development each year as required by the agency;
- Must be able to meet deadlines;
- Other duties as assigned.

**The physical demands described here are representative of those that must be met by an employee to successfully perform essential functions of this job.** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception. While performing these job duties, the employee is regularly required to listen to others and provide verbal feedback. The employee is required to frequently sit for extended periods of time, stand, walk, climb, or balance.

## qualifications

#### **Minimum Qualifications:**

- Demonstrated experience working with young people in crisis.
- Demonstrated experience working with people experiencing homelessness.

- A minimum of:
  - one year experience working with young adults ages 18-24 or
  - one year experience working with people experiencing homelessness or
  - one year experience working as a Case Manager or
  - two years' experience working with other vulnerable populations or
  - a post-secondary education that demonstrates acquired knowledge applicable to this position.
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.

*Required within first 30 days of employment:*

- CPR/First Aid/Bloodborne pathogens certifications required;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

**Preferred Qualifications:**

- Lived experience,
- Post-Secondary Education in Human Services or related field,
- Demonstrated experience working in housing services or advocacy,
- Spanish, Russian, or ASL speakers preferred; and
- Previous training in de-escalation, Housing First, Harm Reduction, Positive Youth Development, CSEC, Domestic Violence, Mental Health First Aid, or other related trainings.

## Benefits

**Benefits**

- Starting Salary Range: \$22.63 – \$25.22 per hour;
- Earn paid time off based on hours worked;
- Medical, vision, and dental insurance benefits begin first of the month following date of hire (positions at or above 0.75 FTE);
- Voluntary life, critical illness, supplemental vision, long term disability, and accident insurance eligibility begins first of the month following date of hire (positions at or above 0.75 FTE);
- Simple IRA Retirement plan with match up to 3% of employee contributions, per pay period, after first year of employment;
- Juneteenth and Indigenous Peoples Day paid holidays;
- The position is located in beautiful Whatcom County, Washington, in the Pacific Northwest

**Application Instructions:** Please e-mail your resume, cover letter, and application (PDF found at <https://www.nwys.org/jobs>) to [humanresources@nwys.org](mailto:humanresources@nwys.org). In your cover letter please address your experience related to the position and list how you meet the required minimum and preferred qualifications. For more information about Northwest Youth Services please visit our website at <https://www.nwys.org>

Northwest Youth Services is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status.



