



job description: skagit engagement coordinator

organization information

Position Title: Skagit Engagement Coordinator

Location: Skagit County

Reports to: Skagit Outreach Manager

Hours: 40 hours per week, non-exempt position

Starting Wage Range: \$21.27 – 23.71 per hour, wage dependent on relevant qualifications, education, and experience.

Women, people of color, transgender individuals, and members of other underrepresented communities 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 partnering with Engagement Services staff to provide outreach services, diversion case management, managing referrals and maintaining supportive services for youth experiencing homelessness through resource referrals and navigation.



core competencies

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

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

Conflict Management: Effectively manages disagreements.

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

Youth Orientation: Actively seeks feedback from youth; establishes effective relationships with youth; knowledgeable about issues facing homeless youth and an understanding of the experiences they are going through.

Integrity: Must be honest and take responsibility for actions; ability to set healthy limits and maintain the helping role of practitioner.

Positive Impact: Have a passion for NWYS' mission and vision; a belief in the capacity for a young person to change; displays a positive attitude.

Learning Agility: Seeks to improve knowledge, skills, and abilities in related service areas; implement core principles and evidence based practices including, but not limited to: Positive Youth Development, Trauma Informed Care, Right Response, and Youth Mental Health First Aid.

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.

key responsibilities

Leadership:

- Offer vision, creativity, and enthusiasm to employees and community members to generate positive thinking and best practices for young people;
- Maintain meaningful involvement with consumers, advocates, and community partners;
- Participate in creating and maintaining a workplace that values diversity and is free of discrimination based on race, sex, gender identity, sexual orientation, ability and other aspects of identity; and
- Continue to foster and improve an organizational culture that builds on our core values of youth engagement and partnership.

Youth Services:

- Conduct 30 hours per week of direct service support with young people in the areas of youth outreach and identification, diversion case management, resource navigation, safe and stable housing placement including family reconciliation, permanent connections, and areas related to social and emotional well being;
- Provide bilingual case management and supportive services for Spanish-speaking youth;
- Assist in the maintenance of the Youth Interest Pool, contact and engagement with unhoused youth, and manage referrals from outside agencies, including Coordinated Entry referrals;
- Support youth to identify and accomplish their personal goals which could include housing, meeting basic needs, employment and education;



- Collaborate with service agency partners to provide effective supports for youth to develop and maintain important community connections and stable housing;
- Implement interview, assessment, diversion and goal-setting tools to monitor youth progress and outcomes based on motivational interviewing and positive youth development theories;
- Be available during walk-in hours, and schedule flexible in-person hours to meet the needs of youth;
- Build high-quality relationships with youth participants to understand the personal experiences of young people impacted by homelessness through weekly outreach services;
- Engage and connect with youth in the referral process through resource referrals, navigation with supportive services, and diversion case management for enrolled participants;
- Provide housing search support and develop housing plans with each youth; coordinate with appropriate programs depending on housing placement;
- Coordinate safety planning and crisis response of youth when needed;
- Provide follow-up and aftercare services as needed;
- Accurately document relevant youth information and activities according to agency standards; and
- Engage youth in pregnancy, parenting and safe sex communication and knowledge;

Coordination:

- Conduct 10 hours a week of administrative and organizational paperwork and meetings;
- Collaborate with the Skagit Outreach Manager to ensure timely responses to referrals and applicants, management of the Youth Interest Pool, and monthly contacts with applicants;
- Collaborate with the Skagit Outreach Manager to ensure support service funds are allocated to eligible participants, ensure timely submission of finance documentation, and accurate HMIS documentation of supportive service spending;
- Assist in the coordination with the Housing Services team for youth-centered transitions and support;
- Collaborate with the Skagit Outreach Manager, Skagit Housing Services Manager and the Data Analytics and Reporting Manager to ensure accurate data tracking and reporting;
- Maintain relationships with landlords as needed;
- Participate in collaborative partnerships with other service providers through individual meetings, attendance at relevant coalition gatherings, and informal resource sharing;
- Participate in timely data collection and reporting;
- Attend Agency and community meetings;
- Assist with service improvement projects, system improvement efforts and agency wide collaboration to align services with the NWYS Mission, Values, and Vision;
- Help ensure program service delivery is in accordance with all grant and budget requirements;
- Keep supervisor informed of issues and concerns related to program, staff, and youth;
- Follow Agency policies and procedures, RCW's, WAC's, and other applicable external regulations;
- Complete professional training and development each year as required by your program; and
- 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:

- Bachelor's degree in related field, or a minimum of three years' experience working with young people in crisis;
- One year of experience working in a homeless housing system;
- Must be 21 years of age or older;
- Requires full COVID vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background check.

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:

- Bilingual in Spanish and English;
- Master's degree in Human Services or closely related field;
- Demonstrated experience in volunteer coordination, training, and support;
- Demonstrated experience working with people who are homeless;
- Demonstrated experience working in the housing field;
- Demonstrated experience working under and reporting to grants;
- Demonstrated experience managing a program budget; and
- Previous training in de-escalation, Positive Youth Development, CSEC, Domestic Violence, Mental Health First Aid, or other related trainings.

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. Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.

