



job description: skagit housing support specialist – on-call

organization information

Position Title: Skagit Housing Support Specialist – On- Call

Location: Skagit County

Reports to: Skagit Housing Services Manager

Hours: Varies – On-Call, non-exempt position

Starting Wage Scale: \$15.96 - \$17.79 per hour; wage dependent on relevant qualifications, education, and experience

Women, people of color, transgender individuals, 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 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 engaging with youth using a Positive Youth Development approach and providing overnight and weekend emergency after-hour support, monitoring, and on-call availability to Transitional Living, Hotel Voucher and HUSLY residents.



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

Youth Programs:

- Northwest Youth Services requires that the employee be available from 6:00 p.m. to 8:00 a.m. and on the weekends to respond to calls from participants, provide urgent on-site response and contact emergency responders when needed;
- Northwest Youth Services requires the employee to perform a minimum of three random site checks of all NWYS leased housing units and motel rooms (includes checking all rooms, bathrooms, and balconies) per week to observe for any program/lease violations and provide support services as needed for emergency after-hours calls;
- Northwest Youth Services notes that you may need to complete belongings searches as needed, removing prohibited items and participate in intake and orientation of new residents;
- Adhere to the Site Monitor Guidelines;
- Tailor service provision to the current needs of the youth and follow any client safety or supervisions plans as indicated;
- Keep Housing Management and team informed of issues and concerns related to youth;
- Accurately document relevant youth information and activities according to program standards;
- Attend relevant Agency meetings and all other activities identified as necessary for which you will be paid an hourly rate;



- Knowledge of program policies and procedures;
- Participate in program evaluation efforts;
- Complete minimum 24 hours of professional training and developing each year; 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:

- High School Diploma or GED;
- A minimum of one year of experience working with young people in crisis;
- Must be 21 years of age or older;
- Proof of Washington State Driver's License, driving record, and auto insurance;
- Requires proof of full COVID-19 vaccination (may consider accommodation for medical or religious reasons); and
- Must pass background checks.

Required within first 30 days of employment:

- CPR/First Aid/Blood borne pathogens certifications required;
- Food Handler's Card;
- Must have a negative TB test; and
- Full understanding of the CPS reporting requirements.

Preferred Qualifications:

- Lived experience
- Demonstrated experience working in housing services or advocacy
- Bilingual Spanish or ASL

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.

