



Title: Family Support Coach (FSC)	Department: Family Support Services
Hours: Full-time; 40 hours a week, some evenings	FLSA: Exempt
Salary: \$31,337 – 52,677 / annually	Reports to: FSC Supervisor
Benefits Package: Full benefits package; Medical, Dental, Vision, 403B, Supplemental Insurance and more	

Overview:

This position is part of the Family Support Services Department. Qualified candidates will have strong communication, organizational, and interpersonal skills. This position maintains the positive, collaborative relationships inside and outside the agency and provides support to our clients and program staff. The primary duties of the Family Support Coach are to provide assessment, planning and support services to assist program participants to increase housing stability, income, and family management skills.

Essential Job Duties:

1. Assess, orient and facilitate the entry of shelter and transitional residents into housing units.
2. Develop individualized family service plan including identification of existing barriers to self-sufficiency, setting housing and income goals, and developing an action plan.
3. Make referrals to appropriate providers and resources.
4. Coordinate and advocate for the involvement of appropriate professionals from other agencies.
5. Provide information to Property Management staff regarding move in and departure of individual families.
6. Meet with clients on a regularly scheduled basis to discuss, assess, direct and assist in the removal of barriers to self-sufficiency.
7. Schedule and conduct community meetings for identified buildings at least once every two months.
8. Maintain accurate and on-going documentation in individual client files and on record-keeping forms and reports following contract requirements, agency and department policies and procedures.
9. Provide case management and follow-up services for clients.
10. Respond to client emergencies.
11. Participate in and contribute to team building.
12. Attend agency and department meetings.
13. Attend inter-agency and networking meetings as appropriate.

14. Other tasks and responsibilities as assigned and required by program goals and objectives.

Non-Essential Job Duties:

1. Drive company vehicles as required.
2. Assist with other agency requirements as directed.

Requirements:

- Bachelor's Degree in social work or related field
- Ability to organize and prioritize multiple tasks
- Ability to work with individuals of varying skills and backgrounds
- Ability to work as part of a team
- Ability to work some evenings
- Dependable personal transportation to drive to sites
- Washington Driver's License and automobile insurance required

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly and extensively required to use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms, may be required to perform repetitious movements for long periods of time in order to complete a task, stoop, kneel, crouch, or crawl and talk or hear.
- The employee frequently is required to climb, walk, sit, and talk or hear.
- The employee is regularly required to stand; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift, carry, push and pull up to 25 lbs. frequently. Items that are over 25 lbs. must be lifted, carried, pushed, pulled, or moved with proper equipment for assistance (dolly) and proper safety procedures must also be followed.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Ability to work in a general office environment as well as outdoor environment. Possible exposure to weather – heat, wet, cold, wind, and noise.

We at Housing Hope are trauma-informed and committed to excelling in creating a holistic, diverse, inclusive, uplifting and appreciative environment. We endeavor to be inter-culturally competent and trauma informed in all our practices and procedures. This simply means that we are attentive to the needs of the workforce. We embrace and practice a high standard of diversity and inclusion and strive for equity for all persons regardless of race, color, religion, citizenship, national origin, veteran status, marital status, political affiliation, sexual orientation, gender

identity, disability, sex, age, status in regard to public assistance, or any other basis protected by local, state or federal law.