Overview:
Do you want to make a positive difference in Snohomish County? Are you looking for a team-centered environment to flourish in? Check us out.

Housing Hope and HopeWorks agencies are the major non-profit developer of affordable housing and provider of human services in Snohomish County and Camano Island. Our mission is to promote and provide affordable housing and tailored services to reduce homelessness and poverty for residents of Snohomish County and Camano Island. We achieve this through a variety of interventions including social enterprises, children’s services, subsidized housing opportunities and services, employment, education and training services.

We are earnestly invested in dismantling the effects of systemic racism throughout Snohomish County and Camano Island. We are looking for people who are passionate about serving people. Dedicated professionals to assist in fulfilling our mission and advancing our commitment to diversity, equity and inclusion throughout our communities.

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.

<table>
<thead>
<tr>
<th>Title:</th>
<th>Family Support Coach – Station Place</th>
<th>FLSA:</th>
<th>Non - Exempt</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours:</td>
<td>40 hours a week, full time</td>
<td>Salary Range:</td>
<td>$15.84 – 22.29 hourly</td>
</tr>
<tr>
<td>Department:</td>
<td>Family Support Services</td>
<td>Reports to:</td>
<td>Family Support Coach Supervisor</td>
</tr>
</tbody>
</table>
Benefits Package:

- Two medical plan options,
- $1,500 Health Savings Account annual contribution to assist in medical, dental, vision, prescription costs and investment options
- Dental and Vision plan is under $5 a month for employees Reasonable cost Dental and Vision plans for Families and Domestic Partners
- PTO Accruals and Annual Leave Benefit, first one after six month anniversary
- Flexible investing 403b Retirement Program with annual matching contribution
- Discount for childcare at Tomorrow’s Hope Child Development Center
- Employee Assistance Program and Supplemental Insurance
- Core trainings and ongoing organizational development
- Dedicated Fun Hub Committee and discounted tickets to events
- After six month anniversary, two PTO holidays provided based on average work week

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.