



Community Programs Coordinator

Position Description

QuEST Program

Facing Homelessness' programs are community powered and supported! The Community Programs Coordinator will support the community engaged with The BLOCK Project and the Window of Kindness through volunteer coordination; BLOCK Resident and Window of Kindness Guest engagement and companionship; program development and implementation for new BLOCK related programs, and training development and delivery for Facing Homelessness programs at large, including for community partners, volunteers, and BLOCK Hosts. The Community Programs Coordinator will also likely have the opportunity to attend conferences, coalition meetings, legislative events and conduct research in order to have a better understanding of how homelessness is perpetuated and what strategies could be implemented to increase housing security for all.

- BLOCK Community Support (40%)
 - On-boarding and support for new and existing Residents and Hosts
 - Coordinate and support Move In process and transition for new residents
 - Attend and assist in facilitation of Resident and Host Share Agreement meetings
 - Support developing new trainings for BLOCK Hosts and Residents through helping to determine need, conducting research and collaboratively building a training to deliver with the BLOCK Community Team
 - Providing companionship to Residents who may be interested in more time with staff
 - Help screen, interview and match companions and residents
 - Resident and Host Program Development
 - Assist BLOCK Community Team in developing new programs for Resident well being, including the Neighbor Errand Support Program
 - Take ownership of tasks and deliverables to help implement new pilots and make improvements to existing programs
 - Research and report on potential grants to fund ongoing resident services and support
 - Engage with Residents in a people-centered, trauma informed approach to support ongoing needs and center their voices in program evaluation
 - Document and coordinate with the Community Wellness team to address concerns brought forward by the Residents
 - Propose new programs, policies and ideas that could benefit Residents
- Window of Kindness (50%)
 - Engaging Window of Kindness Guests on days when the Window is open
 - Serving hot food and drinks as requested
 - Providing up to date information on available inventory of clothes, socks and other items
 - Engaging with a human-centered and harm reduction framework
 - Supporting WoK Volunteers from orientation through engaging in person at the WoK
 - Attending and co-facilitating Facing Homelessness Orientation
 - Supporting the coordination, reception and organization of donations and keeping inventory in WoK
 - Organize Volunteer Hub by creating/maintaining Wok shifts/Orientations

- Participate orientations through our Visit.org experience page and support CPM with donation drives when the time comes.
- Supporting Community Programs Manager for WoK
 - Collaborate on any special projects or tasks as needs arise
 - Provide back up for any de-escalation needs that occur at the Window
- General Organizational Support (10%)
 - Assist with ongoing Anti-racist, Equity, Inclusion and Deveristy efforts undertaken by Facing Homelessness
 - Codeliver community presentations as interested
 - Engage in opportunities to invest in personal research and education around the affordable and supported housing crisis in Seattle and nationally

BILINGUAL GENERAL INTAKE COORDINATOR

Northwest Immigrant Rights Project (NWIRP) is seeking a motivated individual to join the General Intake unit. The Bilingual General Intake Coordinator assists immigrants who need legal assistance with their immigration matters.

Duties:

- Conduct intakes for potential clients who contact our office requesting information and/or legal representation on their immigration case, referring their case to the appropriate NWIRP unit when relief is possible
- Maintain internal database of such clients
- Provide respective referral to such clients to help address housing, employment, medical, family law, criminal law, elderly law, etc.
- Maintain ongoing communication with clients
- Under the supervision of their direct supervisor, help clients file various applications pertaining to their immigration matters
- With proper training and supervision, explain the immigration process and potential forms of relief to clients. Articulate client rights and help them feel empowered to move forward in their immigration matters.
- Complete records requests on behalf of clients, or provide them with information to obtain records themselves (court dockets, FBI, FOIA requests, etc.)
- Help clients call the United States and Citizenship and Immigration Services (USCIS) to inquire about the status of their case
- Provide bilingual support for intakes and interviews conducted by our office attorneys (at NWIRP office or the USCIS office)
- Conduct emergency and walk-in intakes as needed
- Complete special projects as requested

Required Qualifications:

- Commitment to social justice
- Interest and ability to interact with clients in person and over the phone
- Fluency in two or more languages
- Strong organizational skills
- Strong written and verbal communication skills

Helpful Qualifications:

- Previous experience working with a diverse immigrant population
- Interpersonal skills
- Research and writing skills

Trainings Bilingual General Intake Coordinator will receive:

- First week: Participate in one-on-one training with direct supervisor and introductory presentations by staff attorneys. Shadow direct supervisor and General Intake volunteers. Independent study of Bilingual General Intake Coordinator Training Manual.
- Subsequent weeks: multi-day Legal Orientation for new yearlong fellows and staff. Multi-week domestic violence advocacy training. During the first two months, will work side by side with their direct supervisor.
- Throughout the year: will have the opportunity to attend any immigration legal training provided in-house if it is relevant to their work.

QuEST Fellow POSITION DESCRIPTION 2022-23

Position title: Radical Hospitality Coordinator	Supervisor name: Elizabeth Reilly
Partner agency name: Recovery Café	Supervisor email address: elizabeth@recoverycafe.org
Program name: Recovery Café Program Team	Supervisor phone number: 206 374-8731 ext. 208
Web address: www.recoverycafe.org	

Organization mission: Recovery Café is a community of individuals who have been traumatized by homelessness, addiction, and other mental health challenges coming to know ourselves as loved with gifts to share.

Brief position description: The Radical Hospitality Coordinator is an essential member of the team. In coordination with the Director of Programs and Café Managers, this individual holds primary responsibility for daily management of our data tracking system and supporting our To-Go meal distribution program. The Fellow is present daily during Café hours of operation and oversees food service, direct Member support, and gathering Member data and COVID information. The Radical Hospitality Coordinator will also serve by working with Members to understand resources the Café has available to them.

Address(es) where service will be performed: 2022 Boren Ave, Seattle, WA 98121

Please specify service days, and start & end times:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		10a-6:30p	10a-6:30p	10a-6:30p	10a-6:30p	10a-6:30p

Position Duties & Tasks

% of Time: <i>No single % over 70.</i>	Essential Tasks – the tasks or duties that are fundamental and critical to the performance of this position.
65%	<u>Front Door and Food Service Operations:</u> <ul style="list-style-type: none"> • Be present during hours of operation and under the direction of the Operations Manager or Café Manager to coordinate daily tasks • Record meals, bus tickets, coffee, masks, and other resources into our database • Prepare To-Go meals • Oversee daily setup and takedown of Meal Program • Oversee daily cleanup of the Café • Assist with inventory and ordering of food and supplies as needed
20%	<u>Admin Support:</u> <ul style="list-style-type: none"> • Record Circle attendance and enter new paperwork data (enrollment information and COVID Agreements) into the AGENCY database • Support our Development team with various projects potentially including creating social media content, writing thank yous, note taking, editing grant proposals, donation entry, planning development, outreach, and fundraising campaign, etc. • Attend assigned weekly staff meetings and consult • Provide tech support for Circles, Zoom, and Facebook Live events • Assist with developing and implementing the vision of the Café, particularly in how we can adapt to serve our Members while maintaining COVID-19 safe precautions • Assist with planning and preparation for special events such as our monthly Resource Connection Days and holidays

15%	<u>Healing Milieu Support:</u> <ul style="list-style-type: none"> ● Introduce Recovery Café to prospective Members at the front door ● Offer resources to connect Members to the greater community ● Collaborate with Executive Director to create structures and curriculum to support the growth and development of the Café ● Once trained, offer weekly recovery support to Members
<i>Other essential responsibilities: complete other QuEST Fellow requirements</i>	
% of Time: Marginal tasks cap at 10%	Marginal Tasks - activities seldom or intermittently performed; The position doesn't exist to perform these tasks & their removal wouldn't fundamentally alter the nature, purpose, or result of the essential tasks.
Total Percentage: 100%	Percentage of Essential and Marginal Tasks should add up accurately to 100%.

A Day in the Life of the QuEST Fellow:

On a Friday morning the QuEST Fellow would attend a full RC staff meeting on Zoom which could include a check in with each person on staff regarding how they are doing, followed by program problem solving, updates for the week, and some time spent brainstorming how the Café could address issues that would help benefit Members (consumers). After staff meeting the QuEST Fellow along with other Staff will help set up the Café to be ready to serve meals. At 12:30pm we begin serving meals along with another staff member, volunteer or Member leader, offering To-Go bags with 2 meals worth of food, hot coffee, bus tickets, masks/hand sanitizer, and hygiene supplies/shoes as needed and available. They would tally how many people came to lunch, noting Members by name, as well as other supplies to support our data team, and introduce new people to the Café model, policies, and opportunities. During this time they may help someone get connected to a resource they need such as employment, treatment, or shelter. After stopping lunch support at 2:30pm and cleaning up, the Fellow would take a break. That afternoon the QuEST Fellow may support a Zoom Recovery Circle- a small loving accountability support group of Members that is not therapy but a therapeutic exercise at the core of what the Café does, call their assigned Members for a weekly 1:1 check-in, or support Members on the Café floor. They may support a development team call that evening, to talk through campaign progress and would finish the day completed any data entry sent their way. We can guarantee no day will be the same and that the QuEST Fellow will have plenty of meaningful interactions with the people who make up Recovery Café's healing community.

Daily Commute Description

Placement site is accessible by public transportation.

Position Requirements, Certifications & Trainings

REQUIRED education, experience, qualities, or specialized training:

- Understanding that COVID-19 has changed and will continue to change how we operate – being flexible and adaptable to those changes is critical.
- A strong desire to support individuals in recovery from addiction to substances, mental illness, or homelessness. The capacity to be loving and to provide firm boundaries with volunteers and members.
- A willingness to collaborate with a creative team to develop and implement support services that are grounded in basic café principles:
 - connect with the divine Love in ourselves and others;
 - show respect;
 - cultivate compassion;
 - practice forgiveness;
 - encourage growth; and
 - give back

- A demonstrated comfort level serving with people and situations that can sometimes feel frustrating, unclear, and seemingly hopeless.
- Flexibility, creativity, enthusiasm.
- Strong organizational and administrative skills.
- Basic fluency with computer skills (word processing, simple data management).
- Strong interest in serving with an ethnically and socio-economically diverse population.
- Previous experience in a social service agency a plus. Experience with populations in recovery from addiction a plus.

Driver's License & Vehicle Operation

Is a driver's license and the ability to operate a vehicle required to perform the essential functions of the position? If yes, does the license need to be issued from a particular state? (if so, please note the state)

☐ Yes

☒ No But it would be great if the QuEST Fellow can operate a vehicle and has a license.

State of Issue Requirement (if any state is acceptable, please leave blank):

If yes, please describe the nature of driving involved (frequency, distance, etc.):

What vehicle will be used?

A vehicle owned by Recovery Cafe

Certifications

Will the QuEST Fellow member be training in First Aid/CPR/AED?

☒ Yes

☐ No

If yes, please specify need for training: We train all staff in CPR/First Aid.

Are there any other certifications that the QuEST Fellow will received as on-boarding/training?

☐ Yes

☒ No

If yes, please specify need for training:

Will this QuEST Fellow be a mandatory reporter?

☐ Yes

☒ No

PREFERRED (not required) Education, experience, qualities, or specialized training: We prefer a person who can be flexible on a daily basis as every day will be different, that is not afraid to interact with people who have suffered from homelessness, addiction and other mental health challenges and who enjoys being in a Team. Preferred but not required: applicants with personal experience in recovery. If the candidate is in recovery from alcohol or substance abuse, they must have a minimum of two years accumulated sobriety time.

Specific physical and mental performing elements: This position require the ability to stand, walk, carry (e.g. Dishes, food, supplies) at least 30 pounds up a flight of stairs (unless this is not an option for the candidate and then alternative support can be discussed). Capable of organizing and coordinating things like schedules, inventory, or tracking data such as bus ticket usage, and problem solving.

Equipment use: Would be wonderful if this person can drive a pickup truck, and must be able to use a computer, telephone and copier.

Special conditions of service and frequency (if any): This position will require going up and down stairs (unless that is not an option for the candidate and then it will not be required), it will at times be a very energetic environment and will at times require patience. Some outdoor/all weather programming.

Office dress code/attire: We have a fairly casual dress code, nice jeans and t-shirts are fine.

Language requirements/preferences (for languages OTHER THAN English)

Name of the Target Language(s): N/A

United Indians of All Tribes Foundation
Communications and Development Associate Position Description
January 13, 2022

United Indians of All Tribes Foundation is a 50-year-old private nonprofit that provides culturally appropriate social, educational, and cultural services to American Indians and Alaska Natives in the Seattle region. Core to our work is relationship-building: building community among the people we serve, solidarity with other organizations and allies, and connections with current and potential supporters.

The Communications and Development Associate will foster relationship-building by developing written communications and social media that publicize our work, events, and social justice mission to internal and external audiences; and supporting fundraising through tracking donations, communicating with donors, and assisting with events. The Associate will report to the Senior Revenue Division Director and support the Project Manager. They will also collaborate with the Executive Director, program managers, and grant writer.

Responsibilities include:

Communications

- Grow United Indians' social media presence, including the management of existing platforms, the development of appropriate usage policies, and exploration into new and innovative platforms
- Craft mass communications from United Indians, including our website, monthly eNewsletters and eBlasts as needed
- Assist with media outreach and publicizing events
- Support program managers with communications to clients and niche constituencies
- Keep unitedindians.org website updated through wordpress.

Development

- Support event planning and execution for events such as our annual fundraiser gala, Powwow, Indigenous Peoples' Day commemoration, and Art Markets
- Manage online giving opportunities
- Digital Marketing for the Sacred Circle Gallery and Gift Shops

Skills and Qualifications

- Excellent written and oral communication skills, organizational skills, and attention to detail
- Experience with database management, social media for an organization, email communication tools helpful.
- Graphic design experience preferred
- Ability to tackle multiple tasks in a timely and effective manner
- Ability to engage respectfully with a diverse population
- Mindfulness related to social justice-oriented work and communicating messaging regarding underserved communities
- Ability to work both independently and in team settings in an office environment
- Deadline-oriented: capacity to develop and meet deadlines
- Experience with wordpress desired but may also learn on the job



QuEST Fellow Job Description

The Washington Housing Alliance Action Fund educates voters, promotes smart public policy, and supports candidates who share our vision that all Washington residents have the opportunity to live in safe, healthy, affordable homes, in thriving communities.

Title: Community Organizing Fellow
Reports to: Director of Organizing

Summary: This position supports all levels of our voter engagement program including mobilizing volunteers for Get-Out-The-Vote canvasses (field and phone) in support of housing champions, leading voter registration activities, and advancing our Housing Voter campaign. The Community Organizing Fellow will also coordinate closely with the Resident Action Project (RAP) Statewide Organizer to engage residents of low-income housing in organizing, issue education, state and local public policy advocacy, civic engagement, and leadership development.

This is a remote position with most of our staff located in Seattle. Most of the Fellow's work will occur during weekdays, with some evenings and occasional weekend work required in order to contact voters and low-income housing residents when they are available.

Community organizing, education, and mobilization – 60% (primary focus November-August):

- Conduct outreach to residents of nonprofit affordable housing and other partners to grow the RAP base through door knocking, phone calls, tabling, or presentations at events;
- Organize and/or provide logistical support and facilitation for RAP events including community meetings, listening sessions, annual statewide summit, steering committee and leader retreats, direct actions, and advocacy, issue, organizing, and/or anti-racism trainings;
- Mobilize RAP members to effectively advocate on federal, state, and/or local policy or budget priorities;
- Assist with RAP and Action Fund social media as needed (Facebook and Twitter), write regular blog posts, support the Action for Homes newsletter, and draft email communications to the membership as needed; and
- Support individuals in the RAP organizing program with building their advocacy and organizing skills as needed.

Voter engagement – 30% (primary focus August-November):

- Lead phone/text banks and door-belling efforts to get out the vote for housing champions in target districts;
- Recruit and turn out volunteers for phone bank and door-belling shifts;

- Conduct voter registration events and mobilization in low-income housing communities;
- Assist with candidate endorsement process; and
- Prepare and disseminate voter registration information for nonprofit housing staff.

Other (10%):

- Participate in regular staff meetings, training, and other organizational activities;
- Participate in organizational equity and racial justice work including caucuses and all staff racial justice conversations;
- Support Housing and Homelessness Advocacy Days as needed; and
- Other duties as assigned.



JOB DESCRIPTION

Job Title: Group Coordinator/Milieu Support	FTE: 1.0	Salary: Hourly Rate:
Division/Department: REACH	Non-exempt: <u>X</u> Exempt	Hourly: <u>X</u> Salary
Reports To (Title): REACH Supervisor	Effective Date: March 2022	Revised: 03/2022

REACH Mission and Values

The REACH Program of Evergreen Treatment Services works with individuals experiencing homelessness and behavioral health conditions to help them achieve stability and improved quality of life. Through outreach, relationships, advocacy and bridging gaps, REACH focuses on reducing harm and supporting healing. REACH provides outreach-based care coordination, multidisciplinary clinical services, and support to access and maintain housing. All services are based in principles of harm reduction that offer respect and dignity to individuals moving through stages of change in their lives.

REACH incorporates a racial equity lens that includes naming the impact and actively dismantling systems of oppression rooted in White Supremacy, while addressing the root causes perpetuating historical trauma and immense suffering in individuals' lives. We are committed to building a robust behavioral health response that diverts people away from jail by rebuilding community and providing services to ensure those presently marginalized aren't just surviving, but able to thrive.

REACH offers an array of services ranging from survival support provided where folks are living outside to linkages to essential resources such as housing, assistance to resolve legal issues, health care, entitlements and easily accessible treatment for substance use disorders and mental health conditions.

The REACH Team is passionate about creating a hospitable and welcoming environment for all people while providing quality services on an individually tailored basis to our clientele. REACH values diversity of lived experience is committed to racial equity and social justice, and appreciates hard work, creativity and a good sense of humor.

JOB SUMMARY

The Group Coordinator/Milieu Support coordinate and facilitate, in conjunction with other Hospitality REACH staff, support groups, outings, special events, and other group activities for REACH clients. This position provides support to the Hospitality Team in

REACH Groups Coordinator/Milieu Support
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various aspects and requires exceptional ability to consistently set limits in a respectful manner to ensure the milieu environment remains safe and welcoming for all. It requires excellent awareness of interpersonal interactions and the ability to manage client flow in the REACH office space. De-escalation skills and the ability to prevent conflicts by proactively intervening when people exhibit challenging behaviors associated with intoxication or other behavioral health conditions is required.

In addition to modeling respectful engagement and clear boundary setting that creates an opportunity for healing-focused experiences for clients. This requires community engagement and the development and maintenance of positive, collaborative relationships with REACH staff and partner agencies to effectively coordinate and deliver services.

JOB FUNCTIONS (May Include)

1. The Groups Coordinator/Milieu Support is a position that ensures the success of all REACH services, groups, and activities within the milieu space. This position takes a role in providing hospitality, maintaining order and office flow and connecting clients to care managers and other services.

Coordinator to Develop and Implement REACH Client Groups:

- Develop and Implement REACH Client's Groups:
 - Organize and facilitate client activities and groups, including group development and planning, purchasing of supplies, scheduling, identification of community resources and events, co-facilitation of groups, and evaluation of group program.
 - *Eventually lead a few Groups independently when comfortable.*
 - Develop new group opportunities, possibly including: A Camera Club gallery show for clients to exhibit their art work, a Gardening Group at the Belltown Pea Patch, a Video Documentary Group to help clients tell their stories through video.
 - Help identify and recruit possible community volunteers for the Group Program.
 - Answer phones and general inquires
 - Facilitate flow of clients through the REACH milieu space
 - Coffee-making and associated supply replenishment
 - Light cleaning tasks as needed to maintain relative cleanliness of milieu space (not heavy janitorial)
 - Bathroom Checks as needed to ensure client safety and restroom cleanliness
 - Keep the bulletin board up-to-date
2. Work with individual clients to access enhanced community support services:
 - Identify community partners to provide employment, volunteer, literacy, or other stabilizing support services for clients.

- Create volunteer opportunities for clients within the REACH Program and help supervise them if they need/want to fulfill community service hours.
 - Assist clients in entering community service programs, accompanying clients if necessary.
 - Document all relevant client interactions in AGENCY according to program requirements.
3. Attend mandatory staff team meetings and other required meetings.
 4. Develop and maintain client files and group data forms according to contract and state requirements.
 5. Carry out all job responsibilities in accordance with ETS REACH values, policies and procedures
 6. Additional duties as assigned.

QUALIFICATIONS

Education

High school diploma or equivalent required, undergraduate degree preferred.

Experience

Passion for serving chronically homeless individuals with co-occurring disorders required.

Knowledge Requirements

1. Computer literate, with basic knowledge of Microsoft Office Suite, as well as a high level of initiative in keeping current with technological change
2. Ability to prioritize workload and activities of self and complete tasks in a timely and efficient manner
3. Ability to set boundaries, resolve conflict and de-escalate issues
4. Dependable, able to work under pressure; receptive to change, willingness to learn, cooperative approach to problem-solving
5. Ability to establish and maintain effective working relationships with staff, clients, and outside contacts from a wide variety of ethnic, socioeconomic and cultural backgrounds; good diplomatic skills.
6. Must be able to pass a Washington State Patrol criminal background check
7. Driver's License required; comfort with city driving preferred
8. Flexible team player

Language Skills:

1. Ability to read and interpret general business correspondence, policies and procedures, referral information, financial documentation and applicable government regulations.
2. Ability to write case file notes, uncomplicated reports, instructions and procedures.
3. Ability to present information effectively and respond to questions from patients, staff, referral sources and the general public.
4. Flexible team player

5. Willingness to give and accept direct feedback and debrief critical incidents in order to improve client care and milieu safety.
6. Spanish language ability preferred.

Mathematical Skills and Reasoning Ability:

1. Thorough knowledge of and ability to apply business arithmetic skills accurately and rapidly.
2. Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may be limited. Ability to interpret a variety of instructions furnished in written, oral, schedule or diagram format.
3. Basic math skills

Physical Requirements

1. The employee is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms and talk or hear; frequently required to stand, walk and kneel; occasionally to climb balance, or stoop; rarely to crouch or crawl.
2. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close, color and peripheral vision and the ability to adjust focus. The noise level in the work environment is moderate.

Equipment Used

Computer, printer, fax, cell phone, intercom, and possible use of the program vehicle.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Evergreen Treatment Services is an Equal Opportunity Employer.

I have read and understand all of the above. I have reviewed the duties and responsibilities, as well as the minimum requirements of this position, with an authorized agency representative. I understand that this document does not create an employment contract and that Evergreen Treatment Services is an "at will" employer.

Intern Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____