

Working Together Toward Lasting Solutions to Homelessness

Vision: *Interfaith Partners Deeply Engaged in Transforming Our Communities*

Values: *Compassion, Equity, Integrity, Faith Driven, Transformation*

Job Description

Position: Community Specialist	Department: Center for Direct Services
Reports to: Community Programs Manager	Hours per week: 40
Position Type: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary

ORGANIZATIONAL DESCRIPTION

Associated Ministries (AM) is a nonprofit organization located in the Hilltop neighborhood of Tacoma. Since 1969, we have been a key agent of transformation in Pierce County, daring to find solutions to challenges no one else will address. Since our inception, we have incubated many successful initiatives that now operate as independent nonprofits, such as Emergency Food Network, Neighborhood Legal Clinics, and Pierce County Aids Foundation. As an interfaith organization, our success is built on compassionate engagement from people of all faith backgrounds, and part of our work focuses on uniting faith communities to coordinate solutions and increase our effectiveness.

Today, AM provides housing services to people experiencing homelessness, as well as support to moderate- and low-income households as a form of homeless prevention. However, we know that People of Color experience poverty and homelessness at a disproportional rate, and because of this, racial equity is a high priority for us. We expect staff at all levels to lead with a racial equity lens.

Associated Ministries is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental or physical disability, or the use of a trained guide dog or service animal by a disabled person.

JOB SUMMARY

Community support is an essential component of Associated Ministries. The Community Specialist role is located within our Community Programs department, which houses four programs that rely almost entirely on community participation to operate. These programs are:

- Adult Home Share (AHS) – Pairs home providers who have a spare bedroom with an adult in need of affordable housing, using screening tools that ensure safe and lasting matches. This program mobilizes 50 home providers to house 50 home seekers each year.
- Paint Tacoma Beautiful (PTB) – Promotes neighborhood beautification without displacement by organizing volunteer teams to paint the exteriors of homes of low-income homeowners in Tacoma during the summer months, free of charge. This program mobilizes 400 volunteers to paint 27 houses each year.
- Youth Host Home (YHH) – Matches host home providers who have a spare bedroom with a youth experiencing homelessness to provide a safe, caring home for them for one year.

This program mobilizes 10 host home providers to house 10 youth each year.

- Volunteer Income Tax Assistance (VITA) – provides free income tax preparation services to moderate- and low-income taxpayers throughout Pierce County from February – April. This program mobilizes 150 volunteers to prepare 2,000 tax returns each year.

The Community Specialist for the Adult Home Share program coordinates and implements the daily operations of the AHS program. The responsibilities of the Community Specialist fall into the following categories:

- Outreach, Marketing, & Recruitment
- Onboarding
- Training & Education
- Coordination
- Support
- Administration

The expectation for this position is that all of the job duties and responsibilities will be led with a racial equity lens.

JOB DUTIES and RESPONSIBILITIES

Outreach, Marketing, & Recruitment

- Utilize an array of strategies to recruit a diverse pool of home providers, such as:
 - Community presentations
 - Tabling at outreach events
 - Social media campaigns
 - Hosting information sessions
 - Networking

Onboarding

- Process home provider, and home seeker applications and referrals.
- Vet potential home providers, and home seekers by:
 - Verifying applicant eligibility
 - Running background checks
 - Conducting interviews
 - Completing home visits
- Ensure all necessary paperwork is completed by home providers and home seekers.

Training & Education

- Coach home providers and home seekers how to determine best fit for home sharing.
- Help develop and administer trainings for home providers that deepens their understanding of racial equity, LGBTQ+ inclusivity, poverty, and other challenges faced by home seekers.

Coordination

- Facilitate matches between home providers and home seekers by:
 - Running database queries
 - Releasing contact information to parties
 - Developing home share agreements

Support

- Provide ongoing communication and support to home providers before, during, and after match has been made to increase home provider retention.
- Respond to and address home provider and home seeker needs, and mediate conflict where needed.
- Assist in planning home provider appreciation strategies that are fun, creative, and memorable.

Administration

- Maintain upkeep of home provider and home seeker files and case notes in accordance with local, state, and federal laws as well as contractual requirements.
- Support the improvement of systems and processes and update Standard Operating Procedures as needed. This may include:
 - Updating existing or creating new program forms
 - Implementing the use of new technology tools
 - Administering surveys to evaluate programs
- Attend regular staff meetings.

Other Duties

- Provide occasional support to other Community Specialists for different programs.
- Other duties as assigned.

SKILLS AND WORK EXPERIENCE REQUIREMENTS

- 1 year of experience in recruitment, marketing, fund development, organizing, or comparable experience
- Commitment to contributing to an anti-racist, equity-driven organizational culture
- Strong written and verbal communication skills, and ability to communicate to a wide array of communities and cultures
- Excellent customer service skills
- Solid understanding of issues that face people experiencing homelessness and housing insecurity
- Proven ability to make sound decisions and troubleshoot issues when they arise
- Proficient with computers, and ability to navigate various applications and databases such as Office 365, Google Drive, and Word Press
- Positive, enthusiastic, team-player
- Ability to work some evenings and weekends
- Valid driver's license and reliable transportation
- Must be able to lift and carry 60 pounds

PREFERRED SKILLS OR EXPERIENCE

- Experience implementing the use of technology to improve workflow and customer service

EQUIPMENT USED

- Desktop and /or laptop computer
- Photocopiers and other office equipment

COMPENSATION

Pay Range: \$18.58 - \$22.73 per hour

Benefits: Health insurance, pension, and generous benefit package as detailed by Personnel Policies.

APPLICATION PROCESS

This position will remain open until filled. The first review of applications will be August 5th. Application must include a cover letter and resume addressing position requirements. Send to: Associated Ministries, 901 South 13th Street, Tacoma WA 98405, or e-mail all to ShaeF@AssociatedMinistries.org. No phone inquiries, please.

Reviewed by:	Title:	Date:
Approved by:	Title:	Date: