Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential.

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

**Job Summary:** Every Door Access Peer Resource Coordinator (PRC) will act as the liaison between clients arriving at any Solid Ground location in need of services, and the resources to fill those needs from a whole-health perspective. The Peer Resource Coordinator will receive clients in person, by phone or email internally and externally, enroll them into Caseworthy, and notify the appropriate program to forward the referral. That will happen within a 48-hour period. The PRC will work closely with the front-desk staff and all Stabilization program managers, case managers and other staff to facilitate timely referrals. The PRC assures that clients are handled in the most effective and client-supportive manner, served as quickly as possible and followed-through to exit.
Essential Responsibilities, Duties & Tasks

70% The Peer Resource Coordinator (PRC) will meet with clients via in-person, via phone or email to complete an intake and/or receive the intake done by front-desk or other agency staff, or received from Resourcewire, SG website, 211 calls, office support calls, Twitter, Facebook, self-referrals, etc. The PRC will meet with the client either in person or virtually to complete an assessment done from a motivational interviewing model, that will determine how to prioritize the necessary referrals. The PRC will enroll the client into Caseworthy and contact the appropriate internal or external programs based upon client input, assessment skills, and documenting the desired referrals from the client meeting. The PRC search internally and externally for the appropriate programs/agencies, and will follow-up with the client and notify those programs, following-up as the client is served through to exit. Prior to exit, a survey will be done with the client and/or sent after exit. PRC will keep a record of partner agencies and contacts within those agencies, reaching out to contact and update the list as necessary. PRC will track clients using an Excel spreadsheet, and update as necessary. PRC will make contacts in the community, and attend outreach events in-person or virtually to be knowledgeable about community resources available to clients.

25% Attend workshops, classes, and conferences to enhance professional skill and knowledge. PRC will travel to all SG sites as the WA Governor’s mandate allows. Until that time PRC will work remotely and meet virtually with clients and other staff.

5% Participate in staff and team meetings. Participate in regular supervision check-ins. Practice a positive and cooperative work approach and foster teamwork among co-workers; participate in the Solid Ground Anti-Racism Initiative.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience:
Requires one of the following:

- Two years of any education in or related to Social and Human Services or similar field,
- Two years of experience working with formerly homeless families experiencing developmental, emotional and behavioral issues.
- Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.
- Two years experience working with communities of color in a service capacity, and demonstrated cultural competency working across communities.
Also requires:

- Understanding of the issues surrounding homelessness, crisis intervention, conflict resolution, domestic violence, harm reduction, cultural competency and cultural sensitivity
- Demonstrated ability to work independently. Ability to quickly assess a situation and take appropriate action.
- Understanding of the issues surrounding mental health and substance abuse, trauma, and knowledge of local resources available to assist individuals impacted by these issues.

Minimum Qualifications:

- Proven ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages;
- Excellent communication skills, both oral and written;
- Ability to provide money management and budgeting assistance/direction to clients;
- Good organizational and record keeping skills, including the ability to maintain accurate and confidential files;
- Ability to work individually in a self-directed manner and as part of a team;
- Self-motivated with an ability to problem-solve and prioritize;
- Basic knowledge of computer software (Microsoft Word, Excel, Outlook and database systems);
- Access to reliable transportation, valid driver's license, vehicle insurance that meets Washington State’s minimum guidelines and the ability and willingness to utilize car to travel throughout King County;
- Ability and willingness work occasional evenings and weekends as necessary.

Desired Qualifications:

- Bilingual in Spanish or African dialects or any other languages.

Physical Demands/Working Conditions: This position works in an office or remote work setting 80% of the time and 20% in the field as safety allows. Employee spends 10% of the remote/office time in meetings, 70% of the time on the computer. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs and walking required.

Hours & Compensation: This is a regular 32 hours/week, union position paying $22.71 per hour plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.
**To Apply:** Applicants must complete the Solid Ground Application Form specific to this position. To find an application online, go to [https://www.solid-ground.org/get-involved/careers/](https://www.solid-ground.org/get-involved/careers/) then click on the Job Title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle’s Wallingford neighborhood. **Please attach a cover letter and resume.**

**Closing Date:** Open until filled

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.