



## Job Description

**Job Title:** Peer Resource Coordinator

**Status:** Non-Exempt

**Supervisor:** Supportive Services Manager

**Union Affiliation:** OPEIU

**Department:** Stabilization Services

(Associated dues will apply)

**FTE:** 01.0

**Salary Grade:** 205

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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 built 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.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- 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:** The Community Resource Gateway Program Peer Resource Coordinator (PRC) will act as the liaison between community members seeking services at any Solid Ground location and identifying and linking them to the appropriate resources to meet their needs from a whole-health perspective. The Peer Resource Coordinator will connect in person, by phone or email both internally and externally, assess and enroll them as participants into the agency database, CaseWorthy, and schedule an intake and assessment appointment with the referral to quickly schedule and complete an intake and assessment with the client. The PRC will work collaboratively with the front-desk staff and all program managers, case managers, other staff

and external partners to facilitate timely referrals. The PRC assures that participants are treated in the most effective and client-centered manner, served quickly and followed-through to exit, to ensure as many needs are met as possible.

### **Essential Responsibilities, Duties & Tasks**

70% The Peer Resource Coordinator (PRC) will meet with participants in-person, by phone or email to complete an intake and assessment after receiving the referral via the Office Support Call Log spreadsheet and/or CaseWorthy referred by other agency staff, from external partners or received through other avenues such as Resourcewire, Solid Ground website, Unite Us website, emails, self-referrals, etc. The PRC will update the referrals on the call log spreadsheet, including maintaining the CRG Available Referral Spots daily, noting availability. The PRC will meet with clients in person or by phone to complete an assessment done from a motivational interviewing model; update client information in CaseWorthy, and contact the appropriate internal or external program(s) based upon participant input, and document the desired referrals. The PRC will follow-up with an email listing resources, search internally and externally for the appropriate programs/agencies, and will facilitate a direct referral where appropriate, following-up as the participant is served through to exit. The PRC will complete rental assistance and move-in applications, as well as issue bus tickets and gas and/or grocery gift cards as funding is available and as appropriate and equitable to client need. The PRC will refer clients with complex needs as appropriate and based upon internal/external partnership case management, etc., availability. An exit survey will be conducted in person or via phone to ensure satisfaction and address any outstanding concerns. The PRC will keep records of partner agencies and contacts within those agencies, reaching out to contact and update the list as necessary. The PRC will track clients and update progress using Excel spreadsheets and Sharepoint. The PRC along with the Manager, will make contacts in the community, and attend outreach events in-person or virtually to be knowledgeable about community resources available to clients and utilize other community services such as Unite Us, the Community Information Exchange, and resource exchanges, etc. Using these platforms and additional independent research, the PRC will maintain a thorough and up to date list of community resources available in the King County area. The PRC will ensure follow up and participant communication is done in a timely manner and documented as necessary, and participate in closed-loop referral meetings with internal and external partners

20% Attend workshops, classes, and conferences to enhance professional skill and knowledge. The PRC will travel to all SG sites as the WA Governor's mandate allows under COVID-19

regulations. Until that time PRC will work from a hybrid model, remotely and in office as determined by PRC and the Manager; PRC will meet virtually with participants and staff, update staff on new partnerships in the community and maintain accurate listings of resources in the database.

- 10% Participate in staff, team and community 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, Trauma-Informed Care, and De-Escalation trainings.

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 two 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.
- 1 year experience working with and familiarity with local related resources.
- Two years' experience working with communities of color in a service capacity and demonstrated cultural competency working across communities.
- Any combination of education, experience and measurable performance, which demonstrates the capability to perform the duties of this position.

**Also requires:**

- Understanding of the issues surrounding homelessness, crisis intervention, conflict resolution, domestic violence, harm reduction, cultural competency and cultural sensitivity
- 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.
- Good organizational and record keeping skills, especially utilizing electronic devices and including the ability to maintain accurate and confidential files.
- Ability to work independently in a self-directed manner, and as part of a team (**there may be large amounts of time spent working independently during remote working schedules.**)
- Self-motivated with an ability to problem-solve and prioritize.
- Ability to quickly assess each situation and take appropriate action including de-escalation as necessary.

- Basic knowledge of computer software (Microsoft 365, Word, Excel, Outlook and database systems) and willingness to increase skills with these tools.
- 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 office and/or 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. **During the current COVID-19 pandemic** this position has the ability to work remotely at all times and/or from a hybrid model.

**Hours & Compensation:** This is a regular, full-time, union position **starting at \$25.47 per hour plus benefits**. Salary range \$25.47-\$33.61. 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. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

***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.***