



Job Opening at Solid Ground

Job Title: Regional Access Point (RAP) Assessment & Diversion Specialist

Department: Stabilization Services

Union Affiliation: OPEIU
(Associated dues will apply)

Supervisor: Supportive Services Manager

FTE: 1.0

Salary Grade: 205

Status: Non-Exempt

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. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and 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 Regional Access Point (RAP) Assessment & Diversion Specialist serves families, single adults and young adults experiencing homelessness who are residing throughout the Seattle and King County area. The Assessment & Diversion Specialist will provide core services of system entry, including-discussion of diversion options and explanation of the diversion program; completing household CE/Coordinated Entry assessments; communication/coordination with clients and participating in Coordinated Entry (CE) agencies/programs, and housing navigation services. This position will focus on shelter diversion services with the goal of quickly housing individuals and families seeking shelter, providing an alternative to entering emergency shelter. They will work with each family to identify solutions and alternative housing arrangements that quickly resolve the housing crisis. The RAP Assessment & Diversion Specialist will work with Coordinated Entry (CE) and other County and City agencies to facilitate access to additional services which may include: Housing location, landlord

engagement; Partnership in the Seattle/King County WorkSource system, linkages to behavioral and physical health services as needed. Participate in outreach events with new and established community partners to provide CE assessments and diversion conversations for vulnerable populations as needed.

Essential Responsibilities, Duties and Tasks

Intake & Referrals: Provide System Entry Services: Schedule household appointments via phone and serve clients at walk-ins, of any household type and/or offer possible alternative off-site access (mobile and/or phone assessments, etc.); Discuss diversion options, and where appropriate, referrals to diversion services. Provide Household Assessments using CE Housing Triage Tool. Discuss next steps with households and provide community resources as appropriate. Facilitate identification of household strengths and needs, resources and/or referrals to other mainstream services, notably health, employment, and education to increase household income using a whole-health approach. Provide information about Housing Navigation Services to ensure clients are supported in gathering documentation needed for housing screening. Conduct inspection of rental properties to ensure habitability and/or provide the appropriate forms to the landlord, along with the lead-based paint info/forms to support units that are habitable prior to move-ins.

Communication: Ensure clear and consistent communication and coordination with clients and participating CEA agencies/programs. Assist clients in advocating for their needs and accessing services and resources. Act as a liaison between clients, families, support networks, landlords and community agencies involved with their needs, and maintain ongoing communication with other providers as necessary.

Community Connection: Facilitate access to additional services from a whole-health perspective, which may include: housing location information, landlord engagement; participate in outreach efforts, develop, and maintain partnerships with other community agencies to facilitate referrals, including DSHS/Seattle/King County WorkSource/Medicaid/HEN; varied behavioral and physical health services, etc.

Record Keeping: Input data into local HMIS, Caseworthy and other data entry systems – consistently attending trainings and seeking learning opportunities, updating skills as new information is available. Create and maintain Excel spreadsheets to support data gathering and client files. Maintain accurate and confidential client case records/notes and electronic files in required database systems ensuring client records are kept in accordance with agency and contract standards. Maintain accurate and timely data, documentation, and success stories to meet program goals and contractual requirements.

Teamwork: Participate in program, department, and agency meetings online and in-person. Attend inter-agency groups that provide assistance and advocacy to homeless families. Participate in County and Regional Learning Circles and trainings as needed.

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 and Experience

Requires the following:

- a) Three years of direct social service experience, that could include experience with diversion services, crisis intervention, emergency/transitional housing, substance abuse and/or mental health experience.
- b) Associate degree in Social and Human Services, psychology or related field. One-year additional relevant experience can be in lieu of degree.

Minimum Qualifications:

- Excellent phone manners, and customer service skills; demonstrated cultural competency and commitment to same; Excellent communication skills, both oral and written
- Knowledge of and ability to provide money management, budgeting assistance/direction and employment resources to clients.
- Demonstrated organizational and record keeping skills, including the ability to maintain accurate and confidential files. Demonstrated ability to understand funder requirements and importance of data collection.
- Proven ability to be flexible, prioritize, and to work in a quickly changing environment. Ability to work individually in a self-directed manner and as part of a team.
- Demonstrated cultural competency and commitment to same. Understanding of barriers for homeless immigrant and refugee families, and domestic violence survivors. Willingness and ability to work with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Access to reliable vehicle, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to utilize personal car to travel throughout King County on a daily basis, as necessary once it is safe to return to the office.
- Proficient knowledge of computer software (Microsoft Word, Excel, CaseWorthy, etc.)
- Ability and willingness to occasionally work evenings and weekends.

Desired Qualifications:

- Fluency in second language that is spoken by a substantial number of King County Families
- Experience addressing a variety of issues such as racism, homelessness, trauma, mental health, domestic violence and substance abuse, and knowledge of resources available to assist individuals impacted by these issues.
- Experience in negotiating with credit agencies, landlord/tenant negotiation/mediation or other relevant counseling experience where negotiation/mediation were essential components of the work.
- Experience using Clarity HMIS or comparable system.

Physical Demands/Working Conditions: This position works in an office setting, or working remotely from home, performing general office duties and meeting with clients 50% to 85% of the time (subject to change). This position requires employee who can commit to the once weekly in-person

required office day, and outreach events, as scheduled. Position requires employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. General office duties include computer typing, filing, and copying. Position has the ability to sit/stand as needed, frequent driving/sitting. Stairs and walking are required when meeting clients in unknown areas once it is safe to do so. This position requires working occasionally on Saturdays daytime and some evenings during the week.

Hours & Compensation: This is a regular 40/week, union position starting at **\$ 26.24 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. 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.