



KCRHA
King County Regional Homelessness Authority

Systems Advocate - Peer Navigation Workforce

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Role Title: Systems Advocate - Peer Navigation Workforce

Salary Range: \$75,000 - \$85,000 per year

The RHA provides unlimited vacation, 96 hours of paid sick and safe, 12 official holidays and 2 personal holidays, medical, dental, and vision benefits, a pension plan and Deferred Compensation Plan to eligible employees, life insurance and LTD.

Organizational Overview

The King County Regional Homelessness Authority (RHA) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019, the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience.
2. Focusing on justice-based approaches to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and seeks dynamic and skilled leaders at all levels.

Team Overview

The Peer Navigation Workforce will be composed of four Co-Directors, a workforce of Systems Advocates (traditionally called Peer Navigators), and team leads that will be called Lead Systems Advocates.

The Peer Navigation team will be responsible for dramatically changing the way the system is experienced by people experiencing homelessness. Systems Advocates, Leads, and Co-Directors will address two key issues in navigating a fragmented system:

1. Continuity of services; and
2. Coordination between services.

Role Description

The primary role of a Systems Advocate will be to manage a caseload of 10-15 people experiencing homelessness ***from initial engagement all the way through housing placement***. In their fieldwork, the Systems Advocate's primary role is to help their customers navigate through the various systems that impact their lives. This will include constant advocacy for customers within systems and a commitment to ongoing learning about the resources available for customers. Therefore, it is expected that the Systems Advocate role will be interacting with a variety of stakeholders including neighborhood groups, system administrators, clinicians, and others on behalf of their customers. Systems Advocates will also play a key role in informing the King County Regional Homeless Authorities programmatic and advocacy efforts by relaying information about challenges, opportunities, and gaps in resources for customers.

Accountabilities

Customer Engagement & Service (80%)

- Support customers to obtain and complete the necessary documentation and applications to register for programs or receive assistance.
- Arrange transportation when necessary for customers to access their appointments.
- Conduct or connect customers to appropriate assessments to facilitate access to resources.
- Conduct triage to determine and assist with immediate customer needs including food, water, and emergency shelter.
- Engage customers in motivational interviewing and other techniques that help customers progressively engage with future thinking and goals related to stability.
- Offer customers ongoing and transparent assessments of the service options available.
- Support the de-escalation and stabilization of customers when necessary and establish appropriate relationships with crisis services.
- Work with customers to assess their needs and goals.

Stakeholder Engagement (10%)

- Engage relevant stakeholder groups in an ongoing way to identify opportunities, barriers and gaps for customers.
- Work with the Lived Experience Coalition and customers to evaluate the program and identify areas of improvement.

- Work with and become knowledgeable about representatives across systems that impact customers including the healthcare system, the behavioral health system, the carceral system, etc.
- Attend relevant meetings with community-based organizations, other government agencies and partners, broadly to support informed design, resource building and resource sharing.
- Work with the neighbors to facilitate conflict resolution and partnership when necessary.

Operations & customer Advocacy (10%)

- Engage in constant and ongoing iterative processes that can rapidly respond to feedback from customers, team members, and other stakeholder's concerns.
- Maintain an understanding of best practices with progressive engagement, trauma informed care, motivational interviewing, and other necessary skills to best engage and serve customers.
- Work with team members and leadership to identify gaps in understanding or opportunities for improvement within the Systems Advocate workforce and organization.
- Attend training and professional development opportunities.

Minimum Requirements

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in the best candidate for the job and encourage you to think broadly about how your background might make you a valuable member of our team in this role when deciding to apply.

At minimum we are looking for:

- Lived experience of homelessness, the criminal legal system, the mental health system, or other relevant systems that impact people experiencing homelessness in King County
- Deep fluency in equity and racial justice concepts and language, understand their own privilege and power, and is able to bring equity impact analysis to life in the context of their tasks.
- 1 year of outreach experience in a related field of service.
- Proficiency/comfort using technology and data, including Microsoft Office Suite and G-Suite.

Additional Requirements

- Ability to frequently travel around the region to meet with people experiencing homelessness.
- Experience working across government agencies and related structures/governing bodies.
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects.

- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback.
- Ability to work in and across several communication platforms, including social networks and cloud-based systems.
- Strong attention to detail, accuracy, timeliness

EEO STATEMENT

The Regional Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. In addition, The Regional Authority will provide reasonable accommodations for qualified individuals with disabilities.

SUPPLEMENTAL QUESTIONS

Please respond to the following questions to the best of your ability in lieu of a cover letter. Responses are part of the application and must be submitted with your resume to be considered for the position.

1. Please describe experience working as a peer, either in a credentialed or informal capacity. (Why do you think peer advocacy is effective?)
2. What is your strategy for engaging with folks living outside (encampments, on the street, motels, jail etc.)?
3. What do you believe are some root causes to homelessness?