



Position Title: REACH Specialist

Reports to: REACH Coordinator

Salary Range: \$30,000-\$40,000

Class: Exempt, Professional

Purpose: Using a multi-generational approach, the REACH Specialist will provide holistic services for children ages 0-18 and provide programmatic assistance to the REACH coordinator. This position will address the general health, mental health, and educational needs of children and pregnant moms and teens by completing developmental, educational and social/emotional screenings and making appropriate referrals through direct assistance and community partnerships.

Case Management Responsibilities: 50%

- Maintain a caseload of a maximum of 100 children aged 0-18 and pregnant women based on established eligibility, assisting participants accomplish goals related to health and nutrition, mental health, and education.
- Assist families to establish action plan stating individual goals and time sensitive action steps. Monitor progress toward goals through regular face-to-face contact with enrolled participants, school visits, phone calls, assessments, and regular communication with community partners. Advocate for needed treatment and services for participants.
- Coordinate services and connect families with additional Passage Home programming to ensure the family receives wrap around services and support.
- Verify and document participants served, referred, and outcomes of referrals and services; update and maintain screenings and incoming and outgoing referrals.
- Plan, lead, and/or participate in individual and group activities and services which support program objectives and individual action plans, including assessing the needs and interests of the group;
- Conduct, keep current and verify proper file management, data entries, monthly report deadlines, client files, both virtual and physical.
- Participate in organization and community events.
- Adhere to agency policy, procedures, safety standards and the professional code of ethics.

Child & Youth Case Management

- Identify children living in poverty and/or experiencing homelessness ages 0-18 and provide direct assistance and community connections to reduce and/or eliminate barriers to well-being and educational success, including, but not limited to, early intervention services, mental and medical health, nutrition education, after school programming, leadership training, and parenting classes to prevent serious problems from developing or increasing.
- Conduct on-going evidence-based screenings using the Brigance, ASQSE, ASQ, and the SDQ on children experiencing homelessness; conduct school readiness surveys to assess for school readiness and make appropriate referrals based on assessments.
- Collect and document data regarding early intervention and development of children, screening scores, outcomes of referrals on a regular/consistent basis.
- Identify all resources available to children and create/update a manual/list of resources available to provide to families.
- Serve as a liaison and collaborate with intra and inter agency staff to coordinate youth services as needed to assist the youth and family with grade succession and grade-level proficiency, employment and housing.

Program Outreach and Administration: 50%

- Assist with program and program material development, policies, marketing materials
- Establish referral protocols between agencies to refer children to REACH.
- Conduct outreach activities to hotels and areas where families live to connect them to services
- Create and maintain a collaborative network with providers for early childhood education and intervention, mental health, pediatricians and OBGY, summer camps and afterschool and lead monthly meetings centered around cases/case management of the children. Potential providers: shelter case managers, early intervention providers, Smart Start, DHHS (Work First and Subsidy), Head Start.
- Work within REACH team to ensure appropriate data collection and outcome verification for all REACH participants, including satisfaction surveys
- Conduct on-going research on the community services, resources and activities for children and families.
- Coordinate and further develop *Motel Connect* volunteer initiative by assisting Advisory Council members with development materials, and coordinating volunteers regarding efficient delivery of food to families in motels, develop and add nutrition education component to initiative
- Assist Coordinator with a) grant research and writing, b) trauma informed care trainings
- Other duties as assigned by Supervisor

Qualifications:

- Bachelor's degree from an accredited college or university in Social Work, Child Development, or a human service related field with at least two years of experience working with low-income children and families *or* an Associate's degree in a related field with a minimum of five years of experience. Master's degree preferred.
- Spanish speaking desired
- Ability to professionally communicate with participants in a trauma-informed manner; establish and maintain professional demeanor and protect confidentiality of all clients
- Demonstrated capacity to communicate professionally verbally and in writing.
- High Degree of proficiency in Microsoft Office tools, particularly Excel, and the ability to use them to support department goals
- Initiative, good judgement and high degree of responsibility
- Multi-task and be flexible with your work schedule
- Strong organizational skills and ability to work independently and in a team environment.
- Knowledge of Wake County resources and services.

This position requires a flexible schedule* It is a professional salaried position that may require appointments and programs over the week end and in the evenings as needed by clients, and staff related support systems. Passage Home is an "at will" employer – see personnel handbook.

*Note: Due to COVID, we are currently working from home.

Signature of employee _____ Date _____