



Center for Human Services

Building a stronger community...one family at a time.

Mailing Address: 17018 15th Avenue NE • Shoreline WA 98155 • 206-362-7282 V/TDD • Fax 206-362-7152 • Email: admin@chs-nw.org

Job Announcement

Bilingual Community Outreach Specialist

The Family Support Department is seeking applicants interested in working with the community, with a focus on supporting families in Bothell and/or Shoreline in strengthening their resilience and self-efficacy. We are specifically seeking applicants with the following characteristics, as we believe these reflect the community we intend to serve and we want to serve these families in a culturally appropriate and responsive way.

- Native Spanish speaker
- Basic English skills (speaking, reading and writing)
- Lived experience that reflects, but is not limited to: identifies as Hispanic/Latinx, English Language Learner, immigrant, living with a low income, strengthening resilience in times of adversity, navigating community resources and systems such as public housing, state benefits, immigration etc.
- Someone who values community connections as a resource of support.
- A willingness to learn, grow, explore with our team to promote a healthy community for all.

We are able to offer part-time and full-time positions, and two location options. The options will be explored with candidates to find the best fit for the availability of applicants and the needs of the program. Some logistics to consider when applying:

- Salary: \$22 per hour. Positions over 20 hours per week are eligible for benefits. Non-exempt employee.
- Office locations: Shoreline 17018 15th Ave NE Shoreline, WA 98155 or Bothell 12900 180th NE Bothell, WA 98011
- As a Behavioral Health Organization employees are required to be fully vaccinated against COVID-19.

To apply, email a resume and cover letter to jobopportunities@chs-nw.org. We can accept documents sent in English or Spanish.

Job Description

Bilingual Community Outreach Specialist

GENERAL DESCRIPTION

The Bilingual Outreach Specialist supports Bothell and/or Shoreline residents by engaging families in conversations to address the [social determinants that impact their health and well-being](#) and linking them with resources and financial support if eligible. Reports to the Family Support Program Manager.

MAJOR RESPONSIBILITIES – Position Specific

- Engage families in conversations regarding the social determinants of health and well-being, specifically addressing areas such as: basic needs (i.e. food, shelter, clothing, child care, etc.), physical health and access to care, personal safety, transportation, social connections, mental health and stress, personal resilience.
- Document and track data of conversations in an online database.
- Research and inquire information about local resources that may benefit families.
- Support navigation of community resources by making referrals and supporting families as needed in

contacting referral agencies.

- Maintain appropriate boundaries with families with a focus on empowerment and avoiding enabling
- Responsible for coordinating, distributing, and tracking financial support to eligible families.
- Ensure accurate documentation of financial distribution to eligible families.
- Utilize technology to conduct aspects of their job, including but not limited to: smart phones and tablets (iphone/android), internet navigation, Microsoft Office basics of Word, Excel and Teams, and documenting information through an online database and Electronic Health Record.
- Be willing to provide child care to reduce barriers to families engaging with other outreach specialists on site.
- Engage in developing and implementing services based on needs of the families being served with the Family Support team.
- Provide services based on the philosophy of the Family Support Principles
- Engage in community events, networking meetings, and training opportunities related to the position as directed.
- Participate in required program and agency meetings and training opportunities as requested
- Other duties as assigned to support the daily operations of the site and family support activities

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

PREFERRED CHARACTERISTICS:

- No education requirement.
- Native Spanish speaker
- Basic English skills (speaking, reading and writing)
- Lived experience that reflects, but is not limited to: identifies as Hispanic/Latinx, English Language Learner, immigrant, living with a low income, strengthening resilience in times of adversity, navigating community resources and systems such as public housing, state benefits, immigration etc.
- A desire to work with community members with diverse backgrounds
- Ability to work independently, problem-solve and prioritize responsibilities
- Demonstrated ability to take initiative
- Reliable and accountable
- Has a Washington State driver's license and/or reliable transportation
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Ability to work cooperatively as part of a team
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Sense of humor



- Bi-Cultural/Bi-Lingual and/or Multi-Cultural/Multi-Lingual, BIPOC to reflect the community we serve

TO APPLY FOR THIS POSITION: Please send a resume and cover letter to jobopportunities@chs-nw.org

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults and families. Our Values: Embrace diversity, provide accessibility, champion collaboration, demand accountability, personify integrity, and have fun.



Behavioral Health & Family Support
www.chs-nw.org
Serving the community since 1970