JOB DESCRIPTION

PROGRAM: Housing & Community Services – Reentry/GOSH	**TITLE:** Care Coordinator II – Reentry/GOSH
JOB CLASSIFICATION: Care Coordinator II	**SALARY RANGE:** $25.24 – $27.60/hour (Range VII)
DEPARTMENT: Housing & Community Services	**POSITION TYPE:** Full-Time

IMMEDIATE SUPERVISOR: Program Specialist – Reentry/GOSH

SUMMARY:

The Care Coordinator II – Reentry/GOSH works directly with people who are returning to the community following incarceration or discharge from a behavioral health institution, and with eligible DSHS Long-Term Care clients who face multiple barriers to housing stability, including disabilities and substance use. This position carries a blended caseload of reentry clients and Governor's Opportunity for Supportive Housing (GOSH) clients. The Care Coordinator II helps clients locate housing that is affordable, independent, and permanent, sustain their tenancy with a tenant-centered approach, and connect to the services and supports they need to succeed. The Care Coordinator II – Reentry/GOSH uses lived experience shared with the people they serve to build trust, offer credible support, and navigate systems alongside the people they serve.

This is a full-time position serving clients across CCAP's multi-county service area, including but not limited to Mason, Pierce, Thurston, Lewis, Grays Harbor, Pacific, Clallam, and Jefferson counties. Assigned counties may change as program needs change, and travel to other CCAP office locations may be required. Services are delivered primarily in the community and in settings that best meet each client's needs, including jails, courts, behavioral health institutions, client homes, and community partner locations.

RESPONSIBILITIES:

Client Services

- Build individualized support plans with each client focused on housing stability, reentry success, and long-term self-sufficiency.
- Complete comprehensive assessments of client needs, goals, strengths, barriers, and available resources, and develop a housing support plan that sets goals and the approaches to meet them.
- Engage clients at or near the point of release or discharge, including jail releases, DOC transitions, and behavioral health institution discharges, when applicable.
- For Grays Harbor County Jail referrals, complete and document a needs assessment and begin a client-led service plan within three business days of referral, working under the direction of and in coordination with the Jail Medical Team.
- Educate clients on program requirements and their rights and responsibilities.
- Provide specialized case management services related to identified client needs.
- Refer and advocate for clients to access services including housing, financial assistance, healthcare, mental health, substance use treatment, legal aid, employment, benefits, and education.
- Coach clients to build self-advocacy skills and long-term independence.
- Provide transportation support to participants for key appointments such as court, DOC check-ins, healthcare, or housing-related meetings when schedule allows and with prior notice. Work toward connecting participants to sustainable transportation options.
- Connect clients to Coordinated Entry and ensure enrollment in appropriate priority pools.

- Work closely with courts, jails, DOC, behavioral health institutions, and community partners to support client stability, continuity of care, and compliance with legal obligations.
- Work with internal and external partners to ensure client needs are fully addressed.

Housing Stability & GOSH Services

- Help clients access and maintain stable housing, including assisting with eligibility determination, housing applications, subsidy applications, and housing searches.
- Perform program orientations to inform applicants of program requirements and responsibilities.
- For GOSH referrals, meet with the participant in person within ten business days of referral, connect with collateral contacts within one week, and pull a background and credit report within ten business days to identify housing barriers.
- Complete a Housing Assessment with each GOSH participant, and during pre-tenancy send a brief weekly housing search update to the participant's DSHS case manager.
- Train clients on the roles, responsibilities, and rights of tenants and landlords, and on money management and budgeting strategies.
- Meet the minimum monthly contact and in-person visit standards for each GOSH client based on their phase of tenancy, and increase visits during crisis or transition periods.
- Complete a crisis plan with each GOSH client within 24 hours of community relocation that lists local emergency and 24/7 crisis hotline numbers, update it as needed, and file copies with the GOSH Program Manager. Develop community integration plans with clients.
- Complete the Goal and Service Planning (GASP) form with each GOSH client within 30 days of returning to the community, review and update it at least every 90 days (minimum four times per year), and file copies with the GOSH Program Manager.
- Support move-in, including transition items, utility setup, and authorized purchases. Complete the first home visit within 24 hours of move-in, check in with the DSHS case manager within 48 hours, and attend the initial personal care intake meeting and first caregiver visits.
- Provide ongoing tenancy support, including early intervention on late rent or lease issues, landlord and neighbor dispute resolution, eviction prevention, subsidy recertification, budgeting, and household management.
- Continue services through housing loss or institutional stays, coordinate admission and discharge planning with facilities, and help clients secure new housing when needed.
- Deliver GOSH services as voluntary and participant-driven. Tenancy is never tied to treatment or service participation, housing and services are never used to compel adherence to clinical requirements, and staff use assertive engagement rather than reducing services when a client disengages.
- Take part in the team's after-hours on-call rotation to provide 24/7 access to support for GOSH clients.
- Maintain regular communication with tenants, landlords, community partners, funders, and management.

Documentation & Reporting

- Complete all required documentation within two business days of service including progress notes, eligibility, enrollment, and client contacts. Timely and accurate documentation is essential to program success.
- Document all client contacts, care, and response, and maintain records and updated rosters.
- Submit the GOSH Monthly Activity Report (MAR) within 15 days of the end of each month, complete other required program reports, including monthly reports detailing individuals served and quarterly reports, and collect data and prepare reports as required by program and funder guidelines.
- Stay current on the requirements of all assigned programs, including reentry and GOSH, and complete documentation in compliance with each program's standards.
- Record time and services by funding source (GOSH, FCS, reentry grant, and others) so that no service is billed to more than one funder.

- Protect client confidentiality under HIPAA, 42 CFR Part 2, and DSHS and county contract requirements, use secure or encrypted email for client information, and report any actual or suspected breach to your supervisor immediately.

Teamwork & Professional Development

- Participate in weekly supervision, weekly team case staffing, and all team, department, and agency meetings.
- Attend scheduled interdisciplinary team meetings or clinical supervisory sessions to discuss quality of client care.
- Complete all required trainings, including 12 hours of basic supportive housing training within the first year (for staff new to supportive housing) and 6 hours of DSHS ALTSA-hosted training each year, and actively engage in a Professional Development Plan. Participate in scheduled training, fidelity, and peer review processes as required.
- Coordinate across CCAP programs and community systems to ensure clients are connected to all available resources.
- Represent CCAP professionally in the community including partner meetings, courts, jails, and external forums.
- Contribute to a positive, trauma-informed, and collaborative team culture.
- Participate in other CCAP functions as directed and complete other duties as assigned.

MINIMUM QUALIFICATIONS:

- Lived experience shared with the population we serve, with demonstrated personal stability and self-advocacy. This is a required qualification for this position. There are no substitutions.
- One of the following, as required by the DSHS GOSH contract: (a) two years of experience in the coordination of supportive housing or independent living services in a social service setting under qualified supervision; or (b) a Bachelor's degree in a related field and one year of experience in the coordination of supportive housing or independent living services in a social service setting.
- Experience navigating reentry and behavioral health systems including housing, courts, DOC, behavioral health institutions, or benefits, either personally or in support of others.
- Current Washington State Driver's License, auto insurance, and clear driving record. Regular travel throughout the service area is required.
- Strong communication, organizational, and time management skills, including maintaining accurate client files.
- Criminal history background check at hire and every two years, as required by the DSHS contract, with no findings of abuse, neglect, exploitation, or abandonment. A criminal record does not automatically disqualify an applicant; records are reviewed individually under CCAP's background check policy.
- Certified Peer Counselor (CPC) certification through the Washington State Health Care Authority, or completion within six months of hire. Required for time funded by the Grays Harbor County reentry grant.
- Ability to use assertive engagement and motivational interviewing techniques, or willingness to complete training in them within the first year.

PREFERRED QUALIFICATIONS:

- Knowledge of federal, state, and local fair housing laws, Housing First principles, and HUD's health and safety standards for affordable housing.
- Knowledge of harm reduction principles.
- Experience designing crisis plans and community integration plans.
- Experience in mental health and/or substance use support.
- Experience in rental housing programs for low-income individuals and families with special needs.

- Experience using an electronic records or data management system.
- Training in Trauma-Informed Care.
- Proficiency in Microsoft Office including Excel.
- Bilingual – English/Spanish.
- Experience working across diverse populations and cultural backgrounds.

LOCATION / HOURS:

Full-time, hourly. Based at an assigned CCAP office or county, with regular travel across the multi-county service area as program needs require. Hours are Monday–Friday, 8:00 a.m.–5:00 p.m. Some schedule flexibility may be needed to accommodate client needs such as early morning releases or court appearances, with occasional evening or weekend work. Participation in a rotating after-hours on-call schedule is required to provide 24/7 coverage for GOSH clients.

This position is subject to pre-employment drug testing.

Coastal Community Action Program is an equal opportunity employer. CCAP does not discriminate in employment on the basis of race, color, creed, religion, national origin, citizenship or immigration status, sex, sexual orientation, gender identity or expression, pregnancy, age, marital status, honorably discharged veteran or military status, the presence of any sensory, mental, or physical disability, the use of a trained dog guide or service animal, genetic information, or any other status protected by federal, state, or local law.