JOB DESCRIPTION

PROGRAM: Housing & Community Services – Reentry/GOSH	**TITLE:** Program Specialist – Reentry/GOSH
JOB CLASSIFICATION: Program Specialist	**SALARY RANGE:** $31.08 – $34.00/hour (Range IX)
DEPARTMENT: Housing & Community Services	**POSITION TYPE:** Full-Time

IMMEDIATE SUPERVISOR: Program Manager – Reentry

SUMMARY:

The Program Specialist – Reentry/GOSH oversees the day-to-day delivery of reentry and Governor's Opportunity for Supportive Housing (GOSH) services across the assigned counties. This position supervises the Care Coordinators who carry blended reentry and GOSH caseloads, provides daily communication, direction, and leadership, ensures service quality and compliance, and serves as the primary point of contact between the team and the Program Manager. The Program Specialist – Reentry/GOSH brings lived experience shared with the service population and uses that perspective to lead a team that is effective, credible, and responsive to the people it serves, including eligible DSHS Long-Term Care clients who face multiple barriers to housing stability.

This is a full-time position serving 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. This position does not carry a regular caseload.

RESPONSIBILITIES:

Program Oversight

- Oversee daily reentry and GOSH service delivery across the assigned counties.
- Ensure services are trauma-informed, peer-led, tenant-centered, and aligned with CCAP's reentry model and Housing First principles.
- Monitor program performance through regular data review and case staffing, including adherence to GOSH minimum contact and in-person visit standards for each client's phase of tenancy.
- Accept or decline GOSH referrals in writing to the DSHS Supportive Housing Program Manager and the DSHS case manager within two business days, and assign accepted referrals promptly so contact timelines are met.
- Monitor and balance caseloads across the team so that clients with higher engagement requirements are distributed in a way that preserves each Care Coordinator's capacity, and keep GOSH caseloads within the DSHS contract ratio (optimum 15, maximum 20 participants per FTE).
- Ensure compliance with all applicable program guidelines, contract standards, and funder requirements.
- Ensure GOSH services remain voluntary and participant-driven, with tenancy never tied to treatment, and keep housing-management duties (rent collection, lease enforcement) separate from service staff for any GOSH participant housed by CCAP.
- Maintain and document 24/7 coverage for GOSH participants, including the after-hours on-call rotation and a daily check of after-hours messages.
- Review staff time and service records by funding source to confirm no service is billed to more than one funder.

- Review and approve program documentation, enrollments, discharges, and purchase order requests, and sign stabilization support purchases on the Individual Needs Assessment Form as program supervisor.
- Identify service gaps and barriers and communicate them to the Program Manager.

Staff Supervision & Support

- Directly supervise assigned Care Coordinators within the reentry program.
- Provide weekly one-on-one supervision with each staff member and document supervision sessions.
- Review the GOSH Service Standards with each Care Coordinator, provide routine oversight to confirm services meet contract terms, and hold a weekly team case staffing meeting (about 45 minutes).
- Provide case staffing support, coaching, and guidance on complex client situations.
- Monitor caseload activity and service quality across the team.
- Address performance concerns and staffing gaps promptly and in accordance with agency policy.
- Lead onboarding of new GOSH staff within two weeks of their start date and provide internal training on Housing First, harm reduction, assertive engagement, motivational interviewing, trauma-informed care, and positive engagement. Track required ALTSA training hours in employee files.
- Ensure criminal history background checks are completed at hire and every two years for all staff with unsupervised client access, with documentation on file.
- Provide direct client support at a high level during periods of transition or staffing shortages, as needed to maintain continuity of service.

Partner & System Coordination

- Build and maintain working relationships with courts, jails, DOC, behavioral health institutions, landlords, housing providers, and community partners in each county served.
- Represent CCAP professionally in local partner meetings, coalitions, and community forums.
- Connect clients and staff to Coordinated Entry and appropriate priority pools.
- Support staff in locating affordable, independent, permanent housing for clients and helping them sustain their tenancy.
- Coordinate with internal CCAP programs to ensure clients receive comprehensive, connected services.

Documentation & Reporting

- Ensure all staff complete required documentation within two business days of service.
- Monitor data quality in HMIS, Elora, and other required systems.
- Review and sign off on GOSH Monthly Activity Reports (MARs) before billing and ensure they are submitted within 15 days of month end; ensure monthly reports detailing individuals served, quarterly reports (due May 15, August 15, November 15, and February 15), and client eligibility, enrollment, and tracking documentation are completed accurately and on time.
- Ensure client information is protected under HIPAA, 42 CFR Part 2, and DSHS and county contract requirements, including secure or encrypted email, and report any compromise of confidential information to DSHS within one business day of discovery and to Grays Harbor County within five working days for reentry-grant data.
- Collect data and prepare reports as required by program and funder guidelines.
- Support audit readiness and program compliance in coordination with the Program Manager.

Teamwork & Professional Development

- Participate in supervision, team meetings, and agency-wide meetings as required.
- Attend scheduled interdisciplinary team meetings or clinical supervisory sessions to discuss quality of client care.

- Complete all required trainings, including 6 hours of DSHS ALTSA-hosted training each year as required by the GOSH contract, and actively engage in a Professional Development Plan. Participate in scheduled training, fidelity, and peer review processes as required.
- Contribute to a positive, trauma-informed, and collaborative team culture.
- Respond promptly to emails, calls, and texts.
- 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, self-advocacy, and the ability to translate that experience into effective service delivery and team leadership. This is the primary qualification for this role.
- 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 working in reentry, housing, or a closely related human services field.
- Experience supervising or leading direct service staff.
- Strong knowledge of reentry and behavioral health systems including courts, jails, DOC, behavioral health institutions, and housing.
- Current Washington State Driver's License, auto insurance, and clear driving record.
- Strong communication, organizational, leadership, and time management skills.
- 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.

PREFERRED QUALIFICATIONS:

- Certified Peer Counselor (CPC) certification.
- 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 HMIS, Elora, or similar data systems.
- Familiarity with Coordinated Entry processes and housing prioritization.
- Motivational interviewing skills.
- 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, including occasional evening or weekend work. Oversees the team's after-hours on-call rotation and serves as backup on-call as needed.

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.