



## **Family Services Program Alumni Services and Entry Coordination**

**Position Location: Renton, WA**

### **Alumni Services Specialist**

- Create a system to establish contact and engage alumni in interviews to secure information necessary for accurate data collection.
- Use data base to provide information on current alumni contact information
- Partner with Case Managers at exit of residents from Vision House Family Services
- Make contact with and interview alumni on a regular basis, filling out surveys every three months.
- Assist alumni with tenant engagement, community resources and potential housing referrals
- Provide ongoing information around Landlord Tenant law and relational support
- Utilize a harm reduction/housing first model when working with clients.
- Address potential barriers to positive landlord communication
- Maintain daily log records, monthly outcome reports, and files for each client

### **Entry Coordination Assistant**

- Represent Vision House as first contact with applicants calling to apply for housing
- Fill out Point of Entry forms on every incoming call; schedule a Diversion appointment
- Engage in Diversion: either by phone or face to face interviewing client to hear their story surrounding their need for housing, brain storm options for available housing elsewhere in the community, provides resources and financial aid if needed.
- Enter all information into resident tracking database (ETO)
- Create and update community resource binder
- Create relationships with landlords through phone calls while tracking rental prices and openings.