

MASS Case Manager

Department: CRB System Navigation Programs

Reports To: Youth and Family Services Manager

Time Commitment: Full-Time position/40 hours a week

Compensation: \$59,240 - \$61,984 annual salary

Benefits: Medical, Dental, Vision, and Life Insurance. Paid Vacation and Sick Leave, monthly cell phone stipend, mileage stipend, professional development opportunities, and opportunity to immerse in newcomer community culture.

Location: The position is primarily based in Kent. Travel throughout King County is required.

CRB requires all staff and volunteers to be fully vaccinated and provide vaccination documentation for COVID-19. New employees must meet this requirement before starting their positions. We serve vulnerable communities, and we feel that it is our responsibility to protect the communities we cherish and ourselves from harm. All safety protocols must be followed in CRB offices, work sites, community events, or clients' homes.

Mission: Communities of Rooted Brilliance (CRB) is a non-profit community-based organization that promotes the self-sufficiency of all resettled refugees by helping them access services and educational opportunities while preserving traditional customs. Our work is centered around three foundational concepts. (1) The families we serve are partners in our work, and we continually seek their knowledge and wisdom on our services. (2) Our programs are always education-based because we believe that education is the way to a healthier and happier future. (3) We honor and recognize that dedicated leadership exists within each community and partner with these leaders to serve their communities in culturally responsive ways.

Brief Description: The MASS Case Manager will be crucial in advancing the economic, social, and career prospects of migrants and asylum seekers resettled in South King County. The primary goal is to enhance the client's ability to secure stable housing, employment, and healthcare, improve their English and digital literacy skills, and connect with social support networks that aid their integration into U.S. society while maintaining ties to their home cultures. This role will directly support the Washington Migrant and Asylum-Seeker Support Project's objectives by providing Intensive Case Management services.

Responsibilities:*Case Management*

- Serve as clients' primary point of contact, building trust and strong relationships.
- Conduct comprehensive needs assessments to identify individual and family needs.
- Develop and implement individualized service plans in collaboration with clients.
- Monitor and track client progress, adjusting service plans to meet goals.
- Provide crisis intervention and support during emergencies, ensuring clients' safety and well-being.
- Advocate for clients to secure necessary services and support within the community.
- Facilitate regular meetings with clients to review progress, address challenges, and provide encouragement and support.
- Coordinate with health, legal, and social services partners to provide comprehensive support to clients.

Employment Assistance

- Conduct workshops and training sessions on employment readiness, including resume building, interview preparation, and job search strategies.
- Collaborate with community partners and local businesses to identify job opportunities for clients.
- Assist clients in completing job applications and preparing for job interviews.
- Monitor clients' progress in securing and maintaining employment, offering additional support as needed.

Administrative Duties

- Maintain accurate and detailed records of client interactions, service plans, and program activities.
- Prepare and submit quarterly reports detailing the project's progress, challenges, and successes.
- Manage the logistics for meetings, workshops, and training sessions, including scheduling, venue arrangements, and materials preparation.
- Monitor and update the program's database to ensure current and accurate information.
- Support the development and maintenance of program documentation, including manuals, guides, and standard operating procedures.

Qualifications:*Education*

- Bachelor's degree (completed or in progress) in social work, human services, or a related field preferred.

Experience

- Three years or more lived or prior experience working with underrepresented communities is required.
- The ability to communicate proficiently in Spanish is required.
- Two years or more experience in case management or similar is required.
- Strong organizational, interpersonal, and communication skills are required.
- Project management experience desired.
- Proficiency in Microsoft Office or case management software and other relevant technology are desired.
- Some grant writing experience is desired.

Knowledge & Skills

- Friendly and outgoing personality.
- Cultural humility, including experience working with individuals with limited formal education and English literacy skills.
- Comfortable leading activities with individuals, small or large groups.
- Ability to work independently and as part of a team.
- Valid driver's license with reliable transportation.
- A robust ethical base and self-awareness.

Must have some evening and weekend availability.

Must have reliable transportation.

To apply for this position, send your resume to mutendek@rootedbrilliance.org. Applicants must pass a background check.