

PRIME Case Manager

Department: CRB System Navigation/Community Education

Reports To: Youth and Family Services Manager

Compensation: \$52,000 - \$58,000 annual salary

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

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

Location: Position 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 feel our responsibility is 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 newcomers 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.

Scope of Work

The PRIME Case Manager provides direct case management support to Ukrainian refugees who have been in the U.S. for five years or less and reside in King County. This role focuses on stabilizing families, navigating complex systems, and connecting participants to resources that promote self-sufficiency, community integration, and long-term well-being. The Case Manager works closely with the System Navigation Coordinator and other case managers to ensure clients receive consistent, culturally responsive, and holistic services.

Responsibilities

Direct Case Management

- Conduct intake assessments to identify participant needs, goals, and barriers.
- Develop individualized service plans with clients and update them as progress is made.
- Provide one-on-one coaching, support, and problem-solving for urgent needs (e.g., housing, employment, healthcare access).
- Offer crisis intervention and stabilization support when needed.
- Facilitate warm handoffs to internal staff or external providers.

System Navigation & Resource Support

- Assist clients in understanding and accessing public benefits, housing programs, and other resources.
- Support clients in navigating employment pathways, job readiness training, and workforce development programs.
- Connect clients to educational opportunities, including ESL, adult education, and K-12 support for children.
- Coordinate interpretation/translation support to ensure language access.
- Accompany clients to critical appointments when necessary.

Collaboration & Partnerships

- Work collaboratively with the System Navigation Coordinator to align services with MASS and GLOW programs when participant needs overlap.
- Maintain strong relationships with community-based organizations, service providers, and government agencies to expand resource networks.
- Participate in cross-program meetings, trainings, and professional development opportunities.
- Collaborate with staff to identify service gaps and advocate for systemic improvements.

Data, Reporting & Compliance

- Maintain accurate case notes, service plans, and data in organizational databases.
- Track referrals, service usage, and outcomes for reporting requirements.
- Ensure timely completion of funder-required forms and documentation.
- Contribute to program evaluations and continuous quality improvement efforts.

Community & Family Engagement

- Build trust with refugee families by providing culturally responsive and trauma-informed support.
- Encourage participant engagement in community activities, events, and support groups.
- Facilitate group sessions or workshops as needed (e.g., resource navigation, rights education, life skills).
- Act as a bridge between refugee families and service systems to promote equitable access to services.

Qualifications

- Bachelor's degree in social work, human services, or related field (or equivalent combination of education and experience).
- 2+ years of experience in case management, social services, or community support, preferably with refugee/immigrant populations.
- Proficiency in Ukrainian is required.
- Strong knowledge of community resources in King County (housing, employment, education, healthcare, etc.).
- Demonstrated ability to work with diverse cultural, linguistic, and religious backgrounds.
- Proficiency in data entry, case documentation, and organizational software.
- Excellent communication and interpersonal skills.
- Comfortable leading activities with individuals, small or large groups.
- Ability to handle high-intensity situations with sensitivity and professionalism.
- Valid driver's license and ability to travel locally for client support.

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.