

Job Title: Employment Case Manager – RISE Program	Department: Employment and Education
Reports To: Director Employment and Education	Classification: Full-Time FLSA Status: Exempt

SUMMARY OF POSITION:

The Employment Case Manager for the RISE Program offers comprehensive assessment, work based learning/internships, community resource navigation and holistic services to RISE participants seeking employment. The Resources to Initiate Successful Employment (RISE) program will serve low income job seekers who receive basic food assistance that are also facing one or more barriers to employment such as long-term unemployment or homelessness. This position helps participants increase their job readiness, provide job search techniques, career planning, support services, workplace soft skills, internship opportunities, and provides post-employment job retention and wage progression services. Helps participants develop critical thinking skills, reduce employment/barriers and increase self-esteem. This position also provides outreach to businesses for job and internship development.

SCHEDULE: Monday – Friday 8:30 a.m. – 5:00 p.m. – 40 HOURS

LOCATION: Federal Way and Kent, and various locations throughout South King County, as needed

KEY DUTIES & RESPONSIBILITIES:

- Connect with community partners to recruit and screen potential participants based on eligibility criteria, including offering information sessions.
- Help orient new participants into the program by going over program expectations, eligibility, and documentation.
- Conduct participant initial screening and comprehensive assessment of job readiness, strengths, and barriers within a holistic, family development model and establish Individual Employment Plans with participants. Monitor plans regularly.
- Help participants secure full-time and living wage employment through employment-focused comprehensive case management, barrier reduction, work-based learning experiences, etc.
- Work with participants at service locations convenient to participants throughout south King County. Occasionally provide services outside normal business hours.
- Work with participants to reduce employment and education barriers and risk factors. Refer to, advocate with and coordinate community resources.
- Provide participants with support services to reduce barriers to employment and ensure accurate documentation of support services.
- Teach life and soft skills needed (including but not limited to workplace maturity, time management, communication, conflict resolution, interpersonal relations, job search) in order for one to obtain and maintain employment and advance and/or have access to wage progression opportunities.
- Help customers increase job readiness through skill development, resume assistance, improved interview skills and soft skills.

- Maintain current, accurately documented participant files, complete all required paperwork and service tracking reports according to deadlines.
- Enter participant records into database, update and maintain data on regular basis.
- Maintain employment resource information and promote job-ready participants to area employers.
- Outreach to businesses in the community in order to develop employment and internship opportunities for participants.
- Establish and monitor interns after they have been placed with a worksite partner.
- Provide follow-up to employee and employer to enhance employment retention and wage progression.
- Maintain current working knowledge of risk factors, cultural competencies, business techniques, workforce needs and industry trends.
- Work closely with other partners and community resources, especially housing providers.
- Represent the program and MSC at external meetings.
- Complete and pass MSC's required Family Development Training and maintain annual certification through additional training.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- Other duties as assigned.

LEVEL OF SUPERVISION:

- None

EXPERIENCE REQUIRED:

- Direct service experience working with low income individuals in a social service, employment, educational or instructional setting.
- Knowledge and experience working with diverse, low-income, homeless and/or otherwise needy families/individuals in a case management and/or employment setting.
- Experience providing job readiness and employment services to individuals preferred.

EDUCATION/LICENSES/CERTIFICATION/FORMAL TRAINING:

- Bachelor's degree in Social Services or comparable field preferred

ESSENTIAL ABILITIES:

- Knowledge of the following are preferred qualifications: community resources; educational and training programs and opportunities, as well as educational funding programs; workforce development; labor market trends; career development and career counseling.
- Ability to work effectively with special populations including cultural differences, homelessness, domestic violence and substance abuse.
- Possess strong time management and organizational skills, with an ability to work flexibly in a hectic and changing work environment.
- Ability to diffuse conflict in a positive manner.
- Ability to work as part of a team both within and outside the agency.
- Possess strong leadership skills and an ability to work independently.

- Ability to interact professionally with business representatives and effectively represent the agency.
- Possess strong written and verbal communication skills and ability to present material in an entertaining and informative manner.
- Ability to maintain accurate records and complete reports according to deadlines
- Be proficient with basic computer skills, including Word and Excel, and a willingness and ability to learn additional databases.
- Read, write and understand the English language
- Excellent communication and organizational skills with basic computer knowledge
- Ability to work independently, accurately and efficiently, with an eye for detail
- Excellent phone manners and customer service skills
- Creates and executes MSC objectives, meeting MSC commitments and working within the guidelines of MSC, reflects Multi-Service Center values and philosophy in all business interactions.
- Requires valid Washington State driver's license, proof of current auto insurance and reliable transportation

PHYSICAL REQUIREMENTS:

These physical requirements are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job. Reasonable accommodation can be made to ensure people with disabilities to perform the described essential functions.

- Lifting up to 25 lbs. without assistance.
- Highly mobile position involving frequent driving; regular walking and standing
- Stretching/Reaching, Hand/Finger dexterity, Stooping (bend at waist) frequently
- Mobility and ability to sit in front of computer screen for long periods of time

WORKING ENVIRONMENT

- Travel to MSC offices and participant service locations are required for this position.
- Work performed indoors in a climate controlled environment:

Multi-Service Center does not tolerate discrimination of any type, and offers equal employment opportunity to all qualified persons without regard to race, color, religion, sex, national origin, age, disability or medical condition, sexual orientation, marital status, veteran status or any other considerations made unlawful by Federal, State or local laws. Multi-Service Center is an at-will employer.

If you are interested in applying for this job opportunity please send your cover letter and resume to: jobs@multi-servicecenter.com

Multi-Service Center is committed to promoting equal employment opportunity and diversity in the workplace. Salary: DOE, plus benefits, vacation, sick leave, paid holidays