



## **Community Services Case Manager I – Financial Coach**

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity, and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

**Any job offer will be contingent on a satisfactory background check, as determined by MSC.**

This **Community Services Case Manager I**-Youth Financial Coach is a vital part of the team working to develop and deliver youth-centered education and coaching services throughout South King County. This position works collaboratively with the Financial Empowerment Network of Washington (FENWA), school districts, community partners, and youth-serving organizations to provide engaging, culturally responsive, and age-appropriate financial empowerment programming.

The role focuses on helping youth build foundational financial skills through workshops, coaching, and resource navigation related to budgeting, saving, credit, debt management, banking access, and long-term asset development. The Financial Empowerment Coach also supports program evaluation, community outreach, partnership development, and compliance with grant and contract requirements.

This position is part of the Economic Opportunity team and contributes to agency-wide collaboration and community engagement efforts, and reports to the Economic Opportunity Director. This position primarily works on Mondays through Fridays at the MSC Headquarters in Federal Way.

**Status, Schedule, Location:**

- Employment Status: Non-Exempt, Regular, part-time 25-30 hours.
- Benefits Eligibility: Employees regularly scheduled to work 20 or more hours per week are eligible for part-time benefits. Employees who consistently work 30 or more hours per week may qualify for full-time benefits in accordance with organizational policies.
- Work Schedule: Monday through Friday, generally between 8:30 a.m. and 5:00 p.m. Some evening hours may be required to support program activities and participant needs. Work schedules may be adjusted within these hours to accommodate program and client requirements.
- Work Location: 1200 336<sup>th</sup> ST, Federal Way, WA 98003. This position is primarily onsite during the training and onboarding period. A hybrid work arrangement may be available thereafter, based on job responsibilities, performance, and organizational needs.

### **Wage/Salary Range:**

- Salary Grade 14: MIN \$28.47 – MID \$32.40 - MAX \$ 37.24
- All candidates will be placed in the range affected by many factors, including their overall experience, education, and languages beyond the requirements.

### **Overview of Responsibilities:**

#### **Program Development & Facilitation**

- Collaborate with Financial Empowerment Network of Washington (FENWA) partners to develop age appropriate curriculums for students around King County.
- Facilitate engaging and deliver client-centered financial coaching workshops to youth using best practices and curricula developed in partnership with FENWA.
- Deliver education and coaching related to: Budgeting and money management, Credit building and credit repair, Debt reduction strategies, Savings and asset development, Banking and financial products, and Consumer financial literacy and financial wellness.
- Create an inclusive, trauma-informed, and culturally responsive learning environment for participants.
- Deliver pre and post-assessments to determine program impact and integrate feedback into curriculum as appropriate.

#### **Case Management**

- Provide individualized support and resource navigation to program participants as appropriate.
- Assess participant barriers and authorize support service funding on a case-by-case basis to support workshop participation and program success, consistent with program guidelines.
- Maintain accurate and timely case notes, documentation, and participant records in compliance with Department of Labor (DOL) contract requirements and the Economic Opportunity Department data plan.
- Provide Support Services Funding for clients on a need by need basis for workshop success

#### **Partnership Development and Community Outreach**

- Build and maintain collaborative relations with financial institutions, school districts, community-based organizations, youth-serving agencies, financial education, and empowerment partners.
- Promote Economic Opportunity services and financial empowerment programming through outreach and community engagement efforts.
- Represent the agency at community events, outreach initiatives, workshops, and partner meetings.

### **Data Tracking, Reporting & Continuous Improvement**

- Maintain knowledge of the best practices, tools and resources that can be leveraged to build and implement robust programming that fosters positive participant outcomes.
- Track program activities, outcomes and achievements in accordance with scopes of work.
- Collaborate with Economic Opportunities Director on program improvement and iteration and assist on quarterly and annual reports as needed.

### **Additional Responsibilities:**

- Maintain an integral relationship with other Economic Opportunity staff and staff of all other programs and services of the agency and participate in all agency events, including regular staff meetings.
- Understand and adhere to MSC policies around confidentiality and all standards of conduct as described in the MSC Personnel Manual.
- Attend meetings outside the agency as assigned and represent the Economic Opportunity Department and other agency services to further the positive image of MSC in the community.
- Provide service during evening hours or weekends as needed.
- Other duties as assigned.
- Travel to MSC offices and program meetings throughout south King County and Seattle.

### **Requirements**

- High School Diploma or GED (General Education Degree) is required.
- Associate's Degree in social services, education, finance, public administration, human services, or a related field is required. In lieu of an AA 2 years of experience in related field might be considered in addition to the experience required.
- **2 years' experience** in: financial coaching, financial education, workforce development, youth programming, case management, or community outreach.
- Experience developing and implementing individualized plans
- Experience working with at-risk youth (16–21) Case management with young adults
- Experience leading group facilitation.
- Strong documentation and data tracking experience
- Experience using trauma-informed and motivational interviewing approaches

### **Preferred requirements**

- Some college coursework in education, social services, human services, or a related Washington State teaching credential or GED certification

- Experience coordinating with school districts

#### **REQUIRED COMPETENCIES:**

- Strong verbal, writing, and interpersonal communication skills.
- Excellent verbal and writing communication skills.
- Ability to work with people of diverse backgrounds and various levels of employment.
- Ability to communicate with diverse populations and organizations, with a good understanding of substance abuse and the attending needs, family dysfunction, and domestic violence.
- Ability to work in a self-directed manner, assume responsibility for assigned tasks, and possess excellent organizational skills.
- Ability to receive and incorporate feedback and coaching for professional development and growth
- Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based department projects.
- Confidence with data collection and review
- Ability to work independently, accurately, and efficiently, with an eye for detail.
- Excellent customer service skills.
- A strong understanding of social justice, including anti-racism and an understanding of economic justice frameworks for low-income, homeless, elderly, and other families and individuals in need.
- Must have the ability to work flexible hours on some occasions.

#### **TECHNICAL SKILLS:**

- Read, write, and understand the English language.
- Microsoft 365: Outlook email and calendaring, Word, and Excel; database experience.
- Be proficient with basic computer skills, including Word and Excel, Power Point and other Microsoft systems, and a willingness and ability to learn additional databases.
- Strong facilitation, presentation, and relationship-building skills.
- Experience working with youth and young adults from a trauma -informed perspective.

#### **Join our mission!**

To apply, please send your resume and cover letter to [jobs@mschelps.org](mailto:jobs@mschelps.org)

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.