



MULTI-SERVICE CENTER

## **Community Services Case Manager I - GED**

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 for full-time employees 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.**

The **Community Services Case Manager I** (CM I) supports adults aged 18+ in achieving their educational and stability goals through GED preparation, individualized case management, and resource coordination. This position provides participant-centered support by conducting intakes and assessments, developing individualized learning plans, coordinating referrals, and delivering academic coaching and tutoring services.

The CM I works collaboratively with internal teams and community partners to help participants overcome barriers to education completion while promoting long-term self-sufficiency and stability. This role combines education support, case management, and resource navigation in a culturally responsive and trauma-informed environment.

The CM I 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 19-20 hours.
- Benefits Eligibility: Employees working less than 20 hours are not eligible for benefits. 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:**

#### **GED Learning Coordination:**

- Work closely with internal and external partners to receive participants who would benefit from completing their GED.
- Conduct participant intakes, assess educational and stability needs, and determine appropriate support services and referrals.
- Develop individualized learning and goal plans tailored to each participant's educational objectives, strengths, and barriers to success.
- Meet at least biweekly with scholars to review academic progress, address challenges, and update goals and action steps.
- Create goal plan to be reviewed on a quarterly basis with the scholar that helps them move towards their GED test
- Utilize curriculum to help students meet goals and objectives towards achieving their GED.
- Hold group sessions as well as one-one learning sessions for tutoring and support as needed
- Support scholars with access to technology and administer practice tests and support access to the Essential Education Platform.
- Provide light support services funding to scholars around basic needs, transportation and other areas that will help them meet their education and stability goals.
- Attend required meetings with community partners and staff that further program goals and provide student support.
- Complete timely, high-quality, and accurate data entry, case noting, and other documentation needs to align with the Economic Opportunity Data Plan, regarding student progress, testing results, and individual plan updates.

#### **Cross Training & Program Support:**

- Identify and participate in cross-training opportunities within Economic Opportunity Programs to become familiar with agency services and referral pathways.

- Provide program coverage and operational support during staff absences, high-volume service periods, or extended leave situations, as capacity allows.
- Collaborate with agency staff to ensure continuity of participant services and coordinated care.

### **FCS Case Management (As Assigned):**

- As directed, become certified as an FCS administrator
- Build a case load of FCS clients and provide required check ins and resource navigation
- Screen for FCS eligibility and complete high quality, accurate and timely documentation for billing purposes
- Other duties as assigned.

### **Additional Responsibilities:**

- Maintain an integral relationship with other Housing 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 Handbook.
- Attend meetings outside the agency as assigned and represent the Housing Program 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.
- 2 years of experience in case management, education support, workforce development, human services, adult education, or a related field required.
- Experience with participant documentation, case noting, data tracking, and database management required.

### **Preferred requirements**

- Some college coursework in education, social services, human services, or a related field preferred.
- Experience working with **adult learners**, youth, or individuals experiencing barriers to education and employment.
- Experience working with low-income individuals, individuals experiencing housing instability, or historically underserved communities
- Experience facilitating services in both **group and one-on-one settings**.
- **GED** Instruction and trauma-informed care

### **REQUIRED COMPETENCIES:**

- Strong verbal, writing, and interpersonal communication skills.
- Ability to build rapport and maintain professional relationships with participants, staff, and community partners.
- Ability to work in a self-directed manner and assume responsibility for assigned

tasks.

- Ability to be flexible and adjust to deadlines and changes in assigned tasks; understand that the workflow varies in volume-based department projects.
- Proven ability to be flexible and to work in a fast-changing environment.
- Demonstrated empathy and commitment to serving low-income individuals, families, and historically underserved communities.

#### **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, and a willingness and ability to learn additional databases.
- Experience facilitating instruction in both individual and group settings.
- Ability to support adult learners with varying educational backgrounds and learning needs.
- Understanding of barriers related to poverty, housing instability, substance use, domestic violence, and family dysfunction.
- Ability to assess participant needs, develop service plans, and provide resource referrals and follow-up support.

#### **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.