



Case Manager

Title: Case Manager (in-person with occasional remote work)

FLSA Status: Non-Exempt

Reports to: Career Pathways Program Manager

Department: Mission Programs

Salary Range: \$31/hr-\$33/hr

Uplift Northwest is seeking a Case Manager!

Uplift Northwest (ULNW) is the go-to staffing agency and support services organization, proudly serving the greater Seattle area for over 100 years. We are looking for a Case Manager to support our Career Pathways Program (CPP) participants to help further our mission of guiding people on their path to self-sufficiency by providing employment and job readiness services. ULNW is committed to serving individuals who are living in poverty and may be experiencing homelessness by providing supportive services and skills training in high-demand jobs. To find out more about what we do in the community, please visit www.upliftnw.org

Job Summary: The Career Pathways Program is currently being funded by Uplift Northwest's BFET (Basic Food Employment & Training) program, which provides employment readiness opportunities to Basic Food (SNAP) recipients. The **Case Manager** will be responsible for recruiting and enrolling participants in addition to providing ongoing support for CPP participants on their path to self-sufficiency and sustainable, full-time employment. This position provides services such as career planning, goal setting, financial literacy, and the transition from social services to gainful employment. It also provides general programmatic support for the Mission Programs team, such as through class instruction and coordination of the Eye Clinic. This position requires a client-centered approach, strong organizational skills, and an understanding of workforce development strategies.

Key Responsibilities:

- Collaborate with Program Manager and Program Support Specialist regarding management of a caseload of BFET participants.
- Be the main point of contact regarding participant case management, including developing Individual Employment Plans, identifying solutions to barriers and maintaining ongoing communication through in-person check-ins, email consultation, or phone/text.
- Provide resources for participants and refer to community agencies as needed, including assisting participants in securing food benefits and childcare assistance from the Department of Social and Health Services (DSHS).

- Assess and coordinate participant eligibility determination with DSHS.
- Complete necessary paperwork and documentation in the Electronic Jobs Automated System to reflect changes in the Individual Employment Plan.
- Assist the Program Manager on issuing support services to participants and completing required paperwork and data tracking procedures.
- Track and electronically report participant progress to DSHS to ensure compliance with DSHS regulations.
- Create relevant materials to support program engagement and participant's progress.
- Participate in statewide BFET initiatives and meetings as appropriate.
- Assist with general programmatic support, such as with workshop instruction and eye clinic coordination
- Perform other related duties as required.

Knowledge, Skills & Abilities

- Excellent written and verbal communication skills.
- Extremely detail oriented, with the ability to maintain a high quality of work in a fast-paced environment.
- Ability to quickly learn and use specialized computer systems and software.
- Follow written/verbal instructions and accomplish tasks with limited supervision in a timely manner.
- Ability to successfully use active listening skills, analytical skills, and problem-solving skills daily.
- Excellent customer service skills and ability to handle sensitive and confidential information in an appropriate way.
- Be self-motivated and apply creative thinking to the development of career service activities and concerns of participants.
- Effectively work with a diverse community, including those justice-impacted, in a positive and professional manner.

Education and Experience

- Bachelor's degree in social work, psychology, human services, counseling, or a related field, or two years non-profit direct service experience.
- Experience working with underserved and marginalized populations, including those justice-impacted
- Understanding of equity and privilege.
- Experience with/knowledge of BFET or SNAP E&T is a plus.
- Experience with Salesforce, Asana, DocuSign, and/or SharePoint is a plus.

Hours

This is a non-exempt position. Schedule is mostly in-office with some remote work. Uplift Northwest is generally open to the public Monday thru Friday from 8:00 am to 3:00 pm.

Salary & Benefit Information

- Salary: \$31/hr-\$33/hr
- Medical, Dental and Vision
- Retirement Plans with matching program
- Generous paid holidays (12)
- Vacation and Sick Leave
- Paid Parking or Orca card

To Apply:

Submit resume to codyn@upliftnw.org.