



**Seattle Jobs
Initiative**

Equal Opportunity Employer

NOW HIRING CASE MANAGER II

Full-Time, Exempt

Location: Seattle, WA (temporarily remote due to COVID 19)

Seattle Jobs Initiative (SJI) is a non-profit organization that creates opportunities for low-income people to support themselves and their families through living wage careers. SJI is committed to attracting and retaining staff with diverse perspectives and life experiences. As an Equal Opportunity Employer, SJI encourages people of all backgrounds to apply, including BIPOC, immigrants, refugees, women, LGBTQ people, people with disabilities, and veterans. We recognize your unique qualities and the value you bring to our commitment to the communities we serve. Together we create and preserve inclusive and equitable environments.

Position Description

The Case Manager II will recruit, assess and enroll participants in SJI's training and employment programs, and provide wrap around supports during job placement and retention. They will provide strengths-based coaching to identify the needs and career goals of each participant matching them to appropriate programs, services and resources on their path to occupational advancement.

This position performs the following duties:

- Ability to provide coaching, support and advocacy for individuals seeking employment and training opportunities to advance their career growth.
- Self-directed and motivated to support participant success, taking initiative to seek improvement and explores new opportunities for clients.
- Demonstrated relationship-building skills with internal and external partners.
- Customer orientation and understanding of customer service principles, procedures and confidentiality.
- Ability to critically assess situations, work independently and tactfully handle challenging situations.
- Excellent listening and communications skills, diplomacy and willingness to ask questions and give and receive constructive feedback.
- High attention to detail, strong organizational and prioritization skills, and the ability to meet deadlines and coordinate multiple activities required.
- Knowledge of local community resources and agencies, as well as, government benefit and immigration policies and procedures.
- Demonstrated understanding of local communities, labor market, local industries and employers, WorkSource system, social service and education institutions in King County and Seattle.

Qualifications

- Work hours may vary based on participant needs, some work outside normal SJI hours may be required
- Reliable transportation for local travel is required



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1200 12th Avenue South, Suite 160, Seattle
www.seattlejobsinitiative.com

Education and Experience

- 1-2 years' experience in case management services in workforce development (preferred)
- Experience with case management databases (preferred)
- Associate's degree in Human Services, Social Work, Education, Workforce Development or related field. Relevant experience may be accepted in lieu of a degree. Bachelor's degree in Human Services, Social Work, Education or Workforce Development preferred
- Intermediate skills in Microsoft Excel, Word and Outlook required
- Bilingual/multilingual capabilities a plus

Values

A commitment to fulfilling our mission and exhibiting a high level of professional behavior in all aspects of their work. Our staff values: excellent communication, professional and gracious behavior, diverse authentic perspectives, collaboration, respect, and leadership behavior.

Compensation and Benefits

Hire-in salary pay range is \$41,061 to \$51,326, company pays employee medical, dental, vision, short and long term disability, life insurance, health and dependent care flexible spending accounts, company partially subsidized parking and/or transit, PTO (Paid time off), personal holidays, and 401(k) with SJI match.

SEND YOUR RESUME AND COVER LETTER TO JOBS@SEATTLEJOBSINIT.COM