



JOB DESCRIPTION

POSITION TITLE:	Employment Case Manager (Ukrainian/English)	DEPARTMENT /FUNDING:	Employment Services ORIA-LEP
EMPLOYMENT TYPE:	Regular Non-Exempt	REPORTS TO:	Director of Workforce Development
FTE:	100%	SALARY:	\$42,000-\$44,000

REVIEWED 2023

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping numerous individuals with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

The Employment Department's services are tailored to the specific needs of each individual, recognizing the diverse backgrounds and aspirations of those it serves. Whether it's job training, career counseling, resume building, interview preparation, or job placement assistance, the department works tirelessly to provide the necessary support and guidance throughout the employment journey.

With a community-driven approach, the department collaborates closely with local employers and businesses to create opportunities and bridge the gap between job seekers and employers. This collaboration not only benefits the individuals seeking employment but also contributes to the overall growth and prosperity of the South Sound community.

As a highly regarded service center, Tacoma Community House's Employment Department remains a beacon of hope and opportunity for those seeking to achieve personal growth and empowerment through gainful employment. Its legacy of success continues to make a profound

impact on the lives of countless individuals, fostering a stronger, more inclusive community for all.

The Employment Case Manager plays a vital role in providing employment services within our community. The primary focus is on serving refugees, immigrants, the public, and young adults. This role involves offering case-by-case resources and assistance to job seekers, with a strong emphasis on maintaining employer relations and helping individuals become self-sufficient. Successful outcomes are essential in achieving the goals and objectives of the department and agency.

Individuals with personal, shared, or lived experience as an immigrant or refugee are strongly encouraged to apply.

KEY RESPONSIBILITIES:

- Conduct orientations, intake enrollments, and reduction of barriers to employment.
- Assist clients receiving cash and food benefits in preparing for work.
- Enroll clients referred by DSHS Limited English Proficient (LEP) Pathway program into Employment Services.
- Refer clients to the Education Department, including managing contact and intake processes.
- Case manages clients according to contract and funder guidelines and standards.
- Enroll immigrants and refugees in Employment Services who are RCA, TANF, or non-public assistance recipients.
- Accept referrals from agency departments and resettlement agencies.
- Assist clients referred from community partners.
- Network and develop employer relations for job opportunities, internships, and hiring events.
- Participate in continuing education through training, webinars, and conferences.
- Other duties as assigned.

SPECIFIC DUTIES AND TASKS

- Collaborate with various departments, teams and individuals within the organization, including Education, Immigration, Administration, IT, and REACH.
- Interact with external organizations, such as DSHS and ORIA, and local non-profits.
- Utilize email, phone calls, and both in-person and virtual meetings for communication.
- Ensure consistent recording and acquisition of essential information by regularly logging into the EJAS and DSHS systems n to EJAS and DSHS systems regularly.
- Contact clients and ensure effective and accurate file management.

- Adhere to specific deadlines for contact and enrollment of new clients, LEP reports, and orientations/intakes.
- Utilize language access tools to communicate with LEP clients when language support is needed.

REQUIREMENTS

Personal –

- Ability to fluently read, write, and speak in both Ukrainian and English.
- Demonstrated ability to establish rapport with diverse groups of people across the community, including with staff, participants, donors, board members, trustees, volunteers and others.
- Deep respect and compassion for underserved communities.
- Ability to multitask, while maintaining a high level of accuracy.
- Dedication to maintaining confidentiality and the ability to determine how it must be applied.
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team.
- Commitment to inclusivity and equity, as a goal and an approach.
- High degree of emotional maturity and cultural competence as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults.
- Willingness to admit mistakes and learn new things.

Experience & Skills –

- Ability to multitask in a fast-paced environment.
- Career coaching, case management, foreign language proficiency, and workshop development skills are advantageous.
- Experience navigating community resources and training others.
- Ability to organize and prioritize multiple projects and meet hard deadlines.
- Ability to respond quickly to critical situations and make sound decisions.
- Ability to work well under pressure, to rapidly assess problems, and to develop solutions.
- Highly proficient computer skills, including data entry and word processing.
- Comprehensive proficiency in Microsoft Suite.

Other –

- Willingness to submit a background check and openly discuss.

PREFERRED QUALIFICATIONS

- Administrative experience in a busy, professional environment.

- Bachelor’s degree or equivalent experience.
- Experience implementing program guidelines and establishing and maintaining effective working relationships with clients.
- Experience working with people from diverse cultural, educational, and economic backgrounds.
- Experience in case management, providing consultations, intake, and assessments.
- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds.
- Knowledge of Pierce County resources for low-income populations.
- Knowledge and understanding of Pierce County’s immigrant and refugee population.
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals.

PHYSICAL REQUIREMENTS & WORK CONDITIONS

While performing the duties of this job, the employee is *regularly* required to:

- Remain in a stationary position for extended periods of time.
- Operate a computer and other office equipment, such as a copy machine or calculator.
- Traverse around the building from one room to another.
- Access files and/or supplies in cabinets and/or drawers close to the ground.
- Communicate with coworkers and with clients whose primary language may not be English.
- Review electronic and physical data for accuracy.

While performing the duties of this job, the employee may *occasionally* be required to:

- Transport up to 20 pounds at a time.
- Access files and/or supplies in tall cabinets.
- Use metal fasteners in file folders.

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

Employee

Date:

Signature:

Printed Name:

Supervisor

Date:

Signature:

Printed Name:

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law.