



Refugee Women's Alliance (ReWA) is a nationally recognized multiethnic nonprofit organization that provides award-winning services to refugee and immigrant women and their families in King and Snohomish Counties.

## **JOB OPENING**

**POSITION TITLE:** Social Services Case Manager  
**PROGRAM:** Family Empowerment Services  
**REPORTS TO:** Family Empowerment Program Manager  
**STATUS:** Non-exempt, regular 37.5 hours a week  
**LOCATION:** Southend Village Tiny Homes

### **SUMMARY:**

Refugee Women's Alliance mission promotes inclusion, independence, personal leadership, and strong communities by providing refugee and immigrant women and their families with culturally and linguistically appropriate services. ReWA advocates for social justice, public policy changes, and equal access to services while respecting cultural values and the right to self-determination.

As Social Services Case Manager, you will empower your participants in removing barriers to access housing, employment and training, domestic violence, behavioral health, and other support services including through system navigation and referral. You will support and empower the families we serve to take charge of their own life's direction and gain sustainable independence. You will build relationship with participants and their families that support creating a Plan of Self-sufficiency that identifies short and long-goals and a system to monitor the progress toward those goals until independent and self-sufficiency is achieved.

Successful candidates for this position are result-oriented; and will have a strong understanding of the unique challenges, barriers and needs of immigrant and refugee families; possess excellent knowledge of the employment market, family income support and resources, and have exceptional ability to build trust with participants and can offer consistent coaching and encouragement.

### **RESPONSIBILITIES:**

- Conducts a thorough assessment of client's overall situation including strengths and assets, needs, barriers, and community resources participant is requiring for achieving stability.
- Establishes course of action by exploring options and setting goals with participant.
- Assists and encourages participants and their families to improve their employment prospects through participation in job search, training, and education activities to obtain living wage employment and to help them reach their full potential.
- Coach clients in system navigation including accessing information and resources.

- Assists clients with applications, interpretations, and other methods to promote their access to services.
- Offers individualized coaching and self-sufficiency workshops.
- Maintains records of case by documenting participant's situation and actions.
- Monitors planned actions by periodic follow-up.
- Maintains operations by following policies and procedures, participating in quality reviews and reporting needed changes.
- Maintains participant confidence and protects operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.
- Collaborates with the Seattle/South King County communities to promote services and developing a dynamic caseload contributing to overall family and community success
- Assist with organizing, developing, implementing and evaluating self-sufficiency workshops.

## **MINIMUM QUALIFICATIONS**

- Associate degree in human services, and at least one-year professional experience as a case manager in human services including in employment and/or vocational training field, or an equivalent combination of education and experience.
- At least one year of experience working with refugees and immigrants.
- Bilingual in East African languages.
- Demonstrated computer skills including knowledge of Excel, word processing and email programs.
- Strong verbal and written English skills, excellent organizational skills, good interpersonal communication skills, and ability to work independently and as part of a team.
- Reliable transportation.
- Willingness to work flexible hours (weekend and evening hours when necessary), and with shifting responsibilities.
- Prior experience working with projects that identify and resolve community needs and requires tracking of services and reporting

## **BENEFITS:**

Medical, Dental, Vision, LTD, Life insurance, vacation, sick leave, paid holidays, 403(b) plan

## **To Apply:**

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=33fcab7d-e6a8-4270-9b29-2f38ba551a4e&cclid=19000101\\_000001&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=33fcab7d-e6a8-4270-9b29-2f38ba551a4e&cclid=19000101_000001&lang=en_US)

ReWA is committed to a diverse candidate pool, values and inclusive workforce and workplace environment and wishes to minimize or eliminate the impact of implicit bias during the search and hiring process. Women, minorities, and other underrepresented groups are especially encouraged to apply.

**BACKGROUND CHECKS:**

ReWA is committed to providing a safe and secure staff and client environment. Employment at ReWA is contingent upon a successful background check on each new employee. Candidates to whom an offer of employment is made will be required to sign a Release of Information Form authorizing ReWA to conduct a thorough background check

**Closing Date:** Open Until Filled

**EQUAL OPPORTUNITY EMPLOYER**

ReWA is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, family or parental status of any other status protected by the laws or regulations in the locations where we operate.