



Joyce L. Sobel Family Resource Center
476 Market Street
Friday Harbor, Washington 98250
360-378-5246
<https://jlsfrc.org>

Case Manager

The Joyce L. Sobel Family Resource Center is seeking a Social Services Case Manager to begin 11/1/24. This position will be 32-36 hours per week and includes working with a wide variety of community members to provide access to concrete assistance programs and affordable behavioral health services. Preferred candidates will have prior professional experience with client care coordination, case management and/or behavioral health support. Join our energetic team in providing a welcoming, community-based place where islanders can receive compassionate, responsive care.

Key Responsibilities

- Coordination & Facilitation of concrete assistance programs including:
 - Conducting client intakes and creating care coordination plans.
 - Connecting clients with helpful resources related to transportation, housing, utilities, medical needs, nutrition/food security and general family/household needs.
 - Providing help with client assistance applications as needed.
 - Ensure all delivery of concrete support adheres to program guidelines and requirements.
- Providing behavioral health access & support:
 - Assisting clients with accessing and/or enrolling in appropriate behavioral health services.
 - Providing both short- and long-term case management for clients with complex needs.
 - Help support operations in JLSFRC's New Day Recovery Café program.
 - Maintaining client files and case management program documentation in timely compliance with agency service contracts.
- Program development and evaluation:
 - Work with JLSFRC Director on program/service development related to concrete social services, behavioral health and case management needs.
 - Foster partnerships with community organizations, agencies and stakeholders to enhance the services offered by JLSFRC.
 - Engage in ongoing program evaluation and quality improvement activities.
- Supporting the JLSFRC Director:
 - Providing support and supervision as needed for any Program Associates whose work falls under the umbrella of concrete services or behavioral health.
 - Assist the JLSFRC Finance Manager and Director with program budgets, contract and grant reports related to the position's service areas.



Essential Job Requirements:

- Bachelor's or Master's degree in Human Services, Social Work or Behavioral Health
- Minimum of 2-4 years of experience providing direct client services
- Working knowledge of trauma-informed practice
- Ability to work collaboratively with staff, families, and community partners
- Experience with basic program budget management
- Ability to use a computer for all facets of daily administrative work as well as remote meeting and learning opportunities
- Ability to read and interpret documents and write routine reports and correspondence
- Ability to transport oneself to and from the workplace
- Professional communication (written and verbal) skills
- Proficient in Microsoft Office suite

Pay Range:

\$28.00 - \$32.00/hour, depending upon experience

Benefits:

- SEP IRA contribution equal to 3% of monthly pay
- Health Insurance Package – Regence Silver Plan with employer paying 75% of the premium
- Twelve paid holidays per year
- Paid time off (PTO)– annual accrual of 14 days for first 11 months of employment, then determined by length of service
- Paid Family and Medical Leave
- Some benefits start after an initial 90-day probationary period is completed

Conditions of Employment

- Successful candidate must pass a comprehensive post-offer, pre-employment background check

Equity Statement

At JLSFRC, we believe in providing a safe, equitable and inclusive environment. JLSFRC believes that diversity and inclusivity are an integral part of our workplace and our service to the community and as such, we encourage candidates from diverse backgrounds, including communities of color, the LGBTQ+ community, veterans, and people with disabilities to apply.

Interested parties:

Please submit cover letter and resume to: office@jlsfrc.org