Case Manager, I

Location: SeaTac, WA (remote)
FLSA Status: Exempt
Reports to: Program Director
Prepared/Revised Date: April 23, 2021

About the Company

African Community Housing & Development (ACHD) is a community-founded organization led by African Diaspora with the mission of achieving equitable health, housing, economic development, as well as legal and educational services for African-descent immigrant and refugee communities, families, and individuals in King County. ACHD’s vision is to have an informed African immigrant and refugee community that is engaged in the holistic development of their families, communities, and environment. ACHD achieves its goals through educating the community and sharing community-based tools to mitigate inequity. ACHD focuses on equitable and culturally relevant health, legal, and educational services; housing stability and economic development; and land-use, real estate, and property development.

ACHD understands the historical values and the importance of organizing, strengthening, and honoring collective wisdom. ACHD collaborates with many organizations working on similar goals throughout south King County, including community-based organizations, small business owners, parent groups, and coalitions.

About the Position

The Case Manager I position helps tenants apply for CARES Act funds. They also work to track applications and enter tenant data in a secure, timely manner. Last, they work with other case managers and the data and invoicing team to make sure that all internal and contract requirements are met.

Essential Duties and Responsibilities include the following:

- Work closely with clients to provide application assistance for CARES Act funds
- Track and follow up on client applications and inquiries-related to CARES Act funding
- Demonstrate ability to track and manage records and daily activities, while ensuring confidentiality of clients
- Thoroughly collect required tenant data into database, support Case Manager IIIs and data and invoicing team as needed.
- Demonstrate comfort working in a fast-paced, quickly growing nonprofit environment
- Support administrative efforts as needed, such as invoicing or scheduling
Position Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisory Responsibilities:
This position does not have any supervisory responsibilities.

Note: ACHD emphasizes a highly collaborative approach that is rooted in equity and co-learning. Supervisors are to lead with equity and humbleness, recognizing that each staff member brings a highly valuable and essential background and perspective. Accordingly, supervisors are also accountable to staff members, working to ensure they (supervisors) are meeting the needs of staff and providing a healthy and safe environment where feedback and learning is two-way. In other words, supervisors should work to build a positive environment where staff and supervisors learn together, and mistakes are considered a healthy part of personal and professional growth.

Education and/or Experience:
At least 1 year of direct case management provision, preferably in King County, Washington, for services related to housing, eviction prevention, basic needs, or employment OR at least 1 year of community organizing, advocacy, and/or engagement experience.

GED or High School Diploma required, Associate’s degree preferred.

Certificates, Licenses, or Registrations:
None

Computer Skills:
To perform this job successfully, an individual should have knowledge of Microsoft Office suite, specifically Word and Excel.

Language Requirements:
Fluency in English and one or more of the following preferred: Somali, Amharic, Tigrinya, or Swahili.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is regularly required to sit at a desk for long periods of time, as well as stand and be on their feet for long periods of time during community events. Occasionally required to lift heavy materials.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is regularly in an office setting. Travel within south King County required to attend community meetings, workshops, and events.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. ACHD believes that each employee makes a significant
contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications and job scope, but not limit our employees nor the organization to just the work identified. It is our expectation that each employee will offer his/her/their services wherever and whenever necessary to ensure the success of the organization.

Employee Acknowledgement  [OPTIONAL]
I have reviewed this document and understand the responsibilities of this position.

____________________________________________________________
Employee Signature  

____________________________________________________________
Date