



Fishline

Employment Opportunity: Fishline Case Manager

Reports to:	Client Services Manager
Time Commitment:	Full time, Monday, Tuesday, Thursday, and Friday 8:30am-5:00pm, Wednesdays 9:30-6:00pm
Compensation:	\$20/hr.
FLSA Status:	Non-exempt
Job Location:	Poulsbo, WA

About Fishline:

Fishline Food Bank & Comprehensive Services is a nonprofit organization that has supported the critical needs of our community in North Kitsap County for over 50 years by providing food, emergency services and resources to transform lives. We envision a community where a safety net exists for all people, which includes adequate food, shelter, healthcare, and employment. We are a small but mighty staff serving nearly 18,000 of our Kitsap neighbors each year.

Position Summary:

The Fishline Case Manager works with our energetic client services team to educate, enroll, and case manage struggling residents of North Kitsap. You will support our clients with creating and implementing individualized strategies so that they may achieve goals that lead them on a path towards safety, self-sustainability and stability. The Case Manager also provides clients with assistance in accessing community resources through our partner agencies and government programs. You will be responsible for overseeing and contributing to documentation regarding status and concerns to support communication and care coordination between staff. This position requires an individual who is organized, tech savvy, a multi-tasker, calm under pressure, and able to deescalate issues when necessary. The case manager must be comfortable working with families and individuals that may be in crisis, suffer from mental illness, and/or are experiencing homelessness.

Primary Roles and Responsibilities:

Case Management

- Meet with clients to determine appropriate services based on need, vulnerability, and sustainability.
- Assist clients in crisis and provide emergency services when needed.
- Create individualized plans for safety and stability.
- Provide referrals to partner agencies and community resources and help clients access these services by advocating on their behalf.
- Work in tandem with other social services providers to deliver a team-care approach aimed at long-term stability and improved client outcomes.
- Work in tandem with Fishline's mental health counselor to improve clients' quality of life

Reporting and Networking

- Maintain files and record activity as required in our client service database.
- Capture client stories, trends and outcomes for grants and program development.
- Prepare monthly reports as requested.
- Enter information into HMIS as needed.

Qualifications:

- Bachelor's degree in Human Services or equivalent.
- Proficient in Microsoft Office Suite, most notably Excel and Teams, with the ability to learn new databases.
- Excellent verbal and written communication.
- Knowledge of Best-Practices (Trauma-Informed Care, ACEs, and Motivational Interviewing techniques)

Preferred Qualifications:

- One year case management experience
- Bilingual Spanish/English

Competencies:

- Able to solve problems, make decisions, resolve conflicts, and actively listen.
- Educate clients in self-improvement
- Strong interpersonal skills with the ability to be compassionate but firm.
- Maintains confidentiality at all times.
- An extensive knowledge of available community resources and a clear understanding of how to access these resources
- Comfortable working in a busy, unpredictable work environment
- Have a personal self-care routine that will contribute to a professional and healthy work culture.
- Must have the ability to cope well with clients experiencing trauma and see crises as opportunities to fulfil an unmet need.

To Apply: Please visit our Indeed advertisement and submit a cover letter. You will receive two assessments to complete.

Fishline Food Bank and Comprehensive Services is an Equal Opportunity Employer.