**Service Coordinator - Journey2Jobs**

**Job Title:** **Comprehensive Case Management - Journey2Jobs**

**Department:** Mission Services

**Branch/Location:** Tacoma

**Reports to:** J2J Program Manager

**Compensation:**

Valeo Vocation helps houseless community members in the Olympia area prepare for full-time employment and permanent housing by providing intensive case management, employment navigation, transitional employment and subsidized job opportunities through a 3-Phase Transitional Employment Pathway program (Journey 2 Jobs in Thurston County). This strategy will be used to guide residents through a progressive period of barrier reduction that will prepare them for the workforce and permanent housing.

Comprehensive Case Managers work with individuals to identify barriers to employment and work to minimize barriers by leveraging existing community resources and accessing supportive services through Valeo. Case Managers are often one of few people in an individual’s support network and they work diligently to advocate for the needs and interests of the individual. Case Managers provide guidance in the form of one-on-one meetings, referrals, support services and additional in-person support for appointments scheduled offsite.

**Duties and Responsibilities:**

* Complete barrier assessment to identify individual barriers to employment.
* Maintain comprehensive knowledge of community resources. Conduct outreach to community partners to continuously build program awareness.
* Network with the business community to coordinate no-cost HIRE Crew services.
* Connect participants with community partnerships to support employment barrier reduction.
* Offer compassionate support while residents begin taking the steps to connect to resources.
* Transport clients to/from required offsite meetings such as chemical dependency intakes or court appointments.
* Issue supportive services to residents to support barrier reduction and employment pathway progression.
* Maintain case notes and IEP’s, track supportive service spending, complete barrier reduction assessments.
* Develop and execute housing stability plans in partnership with housing navigators working with participants.
* Communicate with WEX host sites in order to ensure continual progress and support participants through barrier reduction while preparing for full-time employment.
* Guide participants towards employment opportunities. Offer support by connecting them to potential vocational training opportunities or workshops.

**Minimum Qualifications:**

* Related college degree, or combination of training and relevant experience. (Lived experience preferred)
* 2 years’ experience working with high-need individuals. Adaptability in relating to individuals experiencing homelessness.
* Ability to work either in a team environment or independently while constantly promoting positive team spirit.
* Maintain valid WA state driver's license and driving record.
* Strong computer literacy. Knowledge of CRM’s, database management and Microsoft Word proficiency.
* Compassion driven and intercultural competent. Extensive knowledge of practice through trauma-informed care. Ability to work fluidly with diverse population of individuals facing multiple barriers.
* Excellent time management and organizational skills.
* Ability to operate in rapidly changing environments
* Excellent time management, organizational skills, data collection abilities