



Our **mission** is to provide a safe, after-school drop-in place for teens where they can gather with their friends and access programming and services as needed. Here, students are not only valued for their differences but cherished for the unique history, beliefs, traditions and perspectives they bring to the Garage. To that end we work actively to connect to all students so that every voice can be heard and appreciated. We **value** each person at the Garage, because respecting our differences and celebrating our diversity only serves to make us stronger as a community.

POSITION: Case Manager

REPORTS TO: Executive Director

HOURS: Full-time, Exempt – 11:00am – 7:00pm

ABOUT THE GARAGE, A TEEN CAFE: The greater Issaquah area offers many teen activities – school sports, classes and extracurricular activities, YMCAs, city recreation centers, teen youth boards, and church youth groups. Despite – and perhaps because of – all the community youth activities, teens lack a place to “hang out,” an informal place where they can just drop in, talk with friends, pick up a snack, read a book, talk over homework, listen to music, create art, hold poetry slams and have access to resources. A place that isn’t necessarily programmed, but open to ideas the teens create themselves.

Our teens develop and produce all programs that happen at the Garage under guidance and support from staff. From poetry slams to board game nights, it’s all up to you.

POSITION SUMMARY: Under the supervision of the Executive Director, the Case Manager is responsible for supervision of the day-to-day case management services. The Case Manager will cultivate an atmosphere of inclusivity and respect for all clients and staff. This position requires a high degree of flexibility in responding to emergent needs of young people in crisis, and good organizational and documentation skills.

At The Garage, our staff collaboratively engage within a community-oriented framework, fostering an environment of service and support for adolescents. All team members actively participate in shared interactions with teens, dedicated to cultivating meaningful relationships. Additionally, all staff members are involved in the cafe operations, proficiently utilizing the espresso machine and crafting a variety of beverages.

ESSENTIAL RESPONSIBILITIES:

- Carry a caseload of up to 10 active clients (may be more during staffing shortages). Distribute cases in a fair and equitable manner.
- Complete and submit all documentation in a timely manner, including client intake and exit paperwork; assessments and service plans.
- Assess assigned client’s need for services and develop and document service plans that best meet the client request
- Engage and support clients through motivational interviewing, trauma-informed care, harm reduction, and cultural competency.
- Remain up to date on policy and procedures and implement case management changes within provided timeframe and communicate any policy changes to the team as needed.
- Review caseload weekly with the Executive Director; bi-weekly with Support Staff Team, and monthly with Supervision.
- Participate in the staff meetings and required trainings. All program staff are required to attend 40 hours of training a year.

This job description is not intended to cover every aspect of your job at the Garage. We are a team that works together to meet the needs of our clients and every member of the team is expected to pitch in and help even beyond the specific responsibilities listed in this description.

**QUALIFICATIONS –
MINIMUM REQUIREMENTS:**

- 2 years’ experience working with vulnerable teens
- Ability to relate in an empathetic, supportive, non-judgmental manner to young people and their families.
- Strong ability to work independently and remain motivated and engaged.
- Strong engagement and relationship-building skills.
- High School Diploma, GED, or Associate’s degree.
- Experience and credentials must comply with program contract requirements including but not limited to DSHS background check and must be at least 21 years of age.

PREFERRED REQUIREMENTS:

- BA in Social Work, Psychology, or related field. Degree may be substituted for four years of successful experience with high-risk young people.
- Prior case management experience highly preferred.
- Knowledge of systems and resources relevant to the population
- Knowledge and experience of crisis intervention, child abuse/neglect, juvenile justice, domestic violence, housing and homelessness, substance abuse, mental health issues, public assistance rights, sexual abuse and assault, family dynamics.
- Experience networking and advocating with other agencies to access housing, medical, financial, legal, educational and other resources on behalf of young people.

CONDITIONS OF EMPLOYMENT:

- Valid state identification or passport.
- Food Handler's Card.
- Successful completion of pre-service training as required by contracting agency. Training will include: New Employee Training, CPR/First Aid training, CSEC and Right Response training.
- Must possess a valid WA State Driver's License and have the ability to drive.
- Computer software skills including Windows, Microsoft outlook, Microsoft Word
- Initiative, creativity, reliability, flexibility, thoroughness
- Strong verbal and written communication skills with good quality spelling, grammar and punctuation
- High integrity when dealing with a broad array of cultures and restricted and/or confidential information.
- Ability to deal therapeutically with behavioral and emotional problems presented by young people and understanding of emotionally, physically and sexually abused young people.
- Ability to coordinate overall program functioning.
- Ability to accurately maintain and produce files, records, logs and reports.
- Ability to maintain professional boundaries with clients while building trust and respect.
- Ability to verbally and physically respond to an aggressive person in ways that de-escalate, establish and maintain staff and young peoples' safety.
- May be required to assume responsibilities or duties within the agency not specifically delineated in this job description for short periods of time or on an infrequent basis.
- Commitment to the Garage's initiative to build cultural proficiency across the agency. Acceptance of a variety of lifestyles, behaviors, and cultural and spiritual practices.

PHYSICAL REQUIREMENTS:

- Ability to perform a range of physical motions, exerting up to 50 pounds. Lifting and carrying up to 50 pounds; standing, walking, sitting for long periods of time, kneeling, squatting, and stooping; running for brief periods of time; and go up and down stairs.

COMPENSATION: This position pays \$25/hour with provides medical benefits, vacation, paid holidays, and sick leave.

EQUAL OPPORTUNITY EMPLOYMENT: The Garage is an equal opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, gender identity, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. People of Color and Members of the LGBTQ community are strongly encouraged to apply.

APPLICATION PROCESS: To apply for this position, please visit the Garage's website at www.issaquahteencafe.org.