



**SOCIAL SERVICES MANAGER**

**Social Services Unit**

**Any NWIRP Office**

**Full Time, Exempt**

<https://nwirp.org/join/jobs-internships/>

## **ABOUT NORTHWEST IMMIGRANT RIGHTS PROJECT:**

Founded in 1984, Northwest Immigrant Rights Project (NWIRP) is a nationally-recognized legal services organization on the front lines of defending and advancing the rights of immigrants. Each year, NWIRP provides direct legal representation and assistance in immigration matters to thousands of people with low incomes who come from over 150 countries and speak over 60 different languages. NWIRP challenges unjust policies through high-impact lawsuits and advocates for laws and policies that respect the rights of immigrants. NWIRP is also a trusted provider of immigration-related community education for immigrant communities and social service providers. NWIRP has a staff of over 130 and an annual budget of over \$15 million. NWIRP serves the community through four offices in Washington State (Granger, Seattle, Tacoma, and Wenatchee), but the impact of our work is felt nationwide.

### **Social Services Unit**

NWIRP's Social Services Unit (SSU) provides information, coordination, and referrals to address various client needs across the organization including, but not limited to: safety planning, housing, translation, health services, counseling, education, employment, and public benefits. The SSU team provides technical assistance and resources to NWIRP staff, and also maintains an ongoing caseload of clients with exceptional needs. The team also engages in outreach and community education in the interdisciplinary area of immigrant rights and social services.

## **SUMMARY:**

NWIRP seeks a full-time Social Services Manager to join an interdisciplinary legal team. As the Social Services Manager, you will work closely with NWIRP's legal staff across the organization, primarily in the coordination of social services available to NWIRP clients.

The position is supervised out of the NWIRP headquarters in Seattle, Washington, however the Social Services Manager will serve all four NWIRP offices (Granger, Tacoma, Wenatchee, and Seattle). We anticipate you will work from NWIRP's Seattle office, but we welcome candidates with an interest in working from any of the four NWIRP offices. Regardless of the position's location, you will occasionally travel within the state to each office.

Under NWIRP's current COVID policies, new staff members must provide proof of COVID-19 vaccination (unless eligible for an exemption) and must wear a face mask while in all common areas at the job location. The position is expected to have a hybrid model of work, with an expected two days in the office per week.

This position is ever-evolving, based on the needs of the communities NWIRP serves, and will require someone who excels at initiating and leading delivery of services, works well independently as well as in a team, is highly

adaptable, and is able to build rapport with a diverse community of clients, partner organizations and internal staff. The position may involve evening and weekend work hours.

## **BENEFITS AND COMPENSATION:**

Effective January 1, 2023, the beginning annual salary is \$64,281.53 (\$35.32 per hour) and is higher depending on years of directly relevant experience. For example, if you have 10 years of directly relevant experience the annual compensation would be \$75,314.75 (\$41.38 per hour); 20 years = \$86,032.10 (\$47.27 per hour).

NWIRP is proud to be a unionized employer and this full-time position is covered by NWIRP's Collective Bargaining Agreement. NWIRP offers a generous benefits package, including:

- Fully paid health, vision & dental plans for employee-level coverage with employer-funded HRA and HSA options
- FSA and Dependent Care accounts
- Employer contribution of 3% of salary to 403(b) retirement plan
- Generous paid vacation (16 days during your first year)
- Paid health leave (12 days per year)
- 12 weeks of paid parental leave after 6 months of employment, plus the ability to extend with State-paid leave
- 14 paid holidays with the ability to float 5 holidays
- Employer-paid disability/life/AD&D coverage
- Long-term care insurance
- 4 weeks of paid sabbatical after every five years of employment at NWIRP
- Eligibility to earn compensatory time
- Opportunities for paid professional development
- Potential relocation bonus, per NWIRP's CBA

## **COMMITMENT TO INCLUSIVITY, EQUITY AND REPRESENTATION:**

Northwest Immigrant Rights Project is an equal opportunity employer committed to having a diverse staff, board, and volunteer base reflective of the communities we serve and that enhances our ability to create a vibrant environment where all members of the NWIRP community thrive. We strongly encourage applications from individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants (including people who were formerly detained, undocumented, or who have navigated the immigration legal system), women, people with disabilities, members of the LGBTQ+ community, and individuals with diverse cultural backgrounds and language abilities.

NWIRP is committed to providing a work environment free from discrimination and harassment. NWIRP does not discriminate on the basis of class, race, color, sex, marital status, sexual orientation, gender identity, veteran status, political ideology, age, creed, religion, ancestry, national origin, or the presence of any sensory, mental, or physical disability. Excepting any undue hardship, NWIRP will provide reasonable accommodations upon request for candidates taking part in all aspects of the selection process. Please contact [HR@nwirp.org](mailto:HR@nwirp.org).

## **RESPONSIBILITIES:**

- Collaborate with NWIRP's legal staff in an interdisciplinary manner to assess client needs

- Work alongside NWIRP’s legal staff to prioritize case assessment, strategy and management of services
- Provide NWIRP clients (focusing on survivors of violence, children, and youth) with information, coordination, and appropriate referrals to address various needs, including safety planning, housing, translation, protection orders, health services, counseling, education, employment, family law and public benefits, all while maintaining confidentiality
- Maintain an ongoing caseload of clients with exceptional needs, including safety planning and post-detention release plans as necessary
- Supervise the staff of the Social Services Unit including:
  - Social Services Advocate(s)
  - Serve as the field instructor for social work interns during the school year
- Provide technical assistance to NWIRP staff, as needed, and coordinate and maintain an internal community resource library for NWIRP legal staff and clients
- Provide in-house training to NWIRP staff, as needed.
- Occasionally, travel within the state to each of NWIRP’s other offices in Granger, Tacoma or Wenatchee as well as when needed for completion of other job requirements may be required
- Engage in outreach and community education in the interdisciplinary area of immigrant rights and social work
- Conduct outreach with social service providers to develop relationships so NWIRP clients can better access social services from these agencies
- Perform administrative tasks related to grant reporting and other requirements
- Participate in NWIRP’s development efforts
- Perform other tasks as required and directed by supervisory staff

**Physical demands:** While performing the duties of this job, the employee is regularly required to sit, stand and walk; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; utilize a phone, computer, keyboard, pen, and paper. Occasional work on night and weekend hours. Travel may be required. Travel reimbursements apply.

**Emotional demands:** While performing the duties of this job, the employee is regularly required to discuss topics including, but not limited, to discrimination; child abuse, neglect, abandonment; domestic abuse; violence, and psychological trauma. Occasional work in a detention center environment for post-detention release plans.

## SKILLS AND QUALIFICATIONS:

- Demonstrated commitment to immigrant rights and eagerness to support NWIRP’s [mission, vision and values](#).
- Master’s Degree in Social Work (\*but please note, there is no clinical or licensure track available in this position\*) OR Bachelor’s Degree in Social Work with two years of demonstrated post-baccalaureate experience in the practice of social work, which could include internships or jobs focused on:
  - Competent case management and/or
  - Providing direct services to clients, preferably to survivors of violence and/or children and youth within immigrant communities.
- Must be Bilingual (English/Spanish). Additional languages are a plus.
- Experience with multi-line phone systems and call handling in a high-volume environment.
- Ability to provide client-centered customer services with a trauma-focused approach.

- Excellent written and verbal communication skills
- Experience with Microsoft Office and G Suite (especially Gmail, Drive, Docs and sheets), databases, Internet browsers and multifunction copiers/printers.
- Ability to work independently as well as in a diverse team environment.
- Must be resilient and empathetic with a high level of personal integrity and excellent interpersonal skills when engaging with clients and staff.
- Must be able to efficiently manage multiple tasks, work well under high-stress situations, and anticipate quickly changing needs.
- Ability to interface with the impact of secondary trauma.
- Highly motivated, resourceful, open-minded, flexible and easily adaptable to change.
- Valid Driver's License.
- A minimum two-year commitment to this position is preferred.

#### REPORTS TO:

Directing Attorney, VAWA Unit

#### TO APPLY:

You will need to upload a single file document including your cover letter, resume, and list of 3 references via our careers page: <https://secure3.entertimeonline.com/ta/90199.careers?CareersSearch>. For your cover letter, please indicate a) why you are passionate about immigrant rights; b) why you think you are a good fit for the role. **Applications will be accepted until the position is filled, but for full consideration please apply by December 22, 2022.**