Employment Coach & Program Case Manager
TOOL Center

As part of the Sound Outreach Team, the TOOL Center Program and Employment Case Manager works as part of a unique strategy to fight poverty by blending social services and financial services to economically vulnerable households in Pierce County. This position is responsible for ensuring the development of a marginalized population to be trained for in-demand career fields in the apprenticeship trades. This is a full-time position working out of our Tacoma office.

COMPENSATION PACKAGE
Starting salary range: $42,000-50,000/year, dependent on qualifications. Benefits (equivalent of 30% of salary) include comprehensive health care package, vacation/sick days (PTO), 10 paid holidays, funds toward professional development, mileage reimbursement, and retirement benefits.

DUTIES & RESPONSIBILITIES
• Connect with community partners and potential employers, create and attend outreach opportunities to promote program and agency.
• Coordinate initial academic assessments for TOOLS Center participation.
• Enroll participants into appropriate programs and make proper referrals to TOOL Center Financial Coach.
• Assist with workplace readiness classes and soft skills training (resume building, mock interviewing, communication, proper behavior, proper attire, and career exploration).
• Assist in the development of job opportunities and career goal setting for trainees.
• Conduct regular assessments and track the academic progress of participants.
• Manage participant records and documentation to meet program funding requirements.
• Provide monthly reports which include budget tracking and invoicing.
• Track participants and provide for up to 2-years.
• Perform other duties as assigned.

REQUIRED EXPERIENCE / SKILLS
• Two to three years of instruction or training experience with at-risk youth or in an adult basic education program.
• Experience in case management and coaching for employment and educational needs.
• Proficient in Microsoft Office Suite (Word, Excel, PPT, Outlook)
• Ability to work effectively and efficiently both independently and in a team environment.
• Ability to problem solve and to pro-actively seek solutions.
• Attention to detail and strong organizational skills.
• Excellent oral and written communication skills.
• Driver’s license, current automobile insurance and ability to pass a criminal background.
PREFERRED EXPERIENCE / SKILLS

- 4-year degree preferred but significant professional experience (five years or more) may substitute for formal education at the discretion of the hiring manager.

TO APPLY: Complete our short application form. Include a cover letter in the provided text box and upload your resume. This position will remain open until filled.

LINK TO APPLICATION FORM: Application Form

Send questions to: info@soundoutreach.org

WHO WE ARE

OUR TEAM
Our ability to deliver outstanding results for our clients start with our team of smart, capable, financial counselors, employment coaches, and program managers.

As unique as we are as individuals, we share a mutual passion for Pierce and King Counties and doing excellent work for our clients and community partners.

OUR MISSION
Sound Outreach provides compassionate guidance and beneficial tools for individuals and communities to move from financial insecurity to financial wellness and prosperity.

OUR VISION
Financially knowledgeable and secure Pierce County households with the ability and confidence to grow wealth and pass it along to the next generation.

OUR VALUES
Economic Justice – Trust – Innovation – Collaboration

Sound Outreach is an equal opportunity employer and we strive to reflect the wide-ranging diversity of the Pierce County community we serve. We recognize, respect and work to foster a culture of diversity and celebrate our employees’ multiple identities, including age, color, race and ethnicity, gender identity or expression, language, physical ability, religion, sexual orientation, socio-economic status, and veteran status. We strongly encourage those who share these values, particularly candidates of color and those from other underrepresented groups, to apply.

other underrepresented groups, to apply.