



Phinney Neighborhood Association
Client Engagement Manager Job Announcement, 30-40 hours per week
June 2022

Phinney Neighborhood Association Mission

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves.

We are excited to announce the Client Engagement Manager position at the Hot Meal Program (HMP). This new position will create support plans for clients that include creating a road map to needed social services, support accessing resources and appropriate follow up. Needed resources will range from healthcare, transportation, employment, drug/alcohol services, mental health services and housing. This position will assist clients accessing our Hot Meal Program at two separate locations, the Phinney Center and the Greenwood Senior Center. This position will work with the PNA senior center social service staff to offer similar services to Village members and low-income senior center patrons. This position will work directly with the Lahai Health staff, our medical team provider, during the Wednesday program to provide collaborative care to clients. This position reports to the Program Director.

The PNA Hot Meal Program is a community collaboration, providing far more than a fresh-cooked meal—it nourishes the community with health and wellness support and works to foster a sense of connection between all members of the neighborhood. The program operates 3 days a week at two locations in the Phinney Ridge area, serving over 50 unique individuals every month.

Essential Responsibilities

- Foster a sense of belonging by treating all people who access our space with dignity and respect.
- Establish and implement a plan to successfully engage clients seeking essential services and other resources.
- Assist Lahai Health staff in engaging clients through creative, resourceful strategies that build trust and confidence.
- Develop and maintain cooperative relationships with other programs that are providing services for the population served.
- Advocate for clients' access to community resources and services, ensuring that clients' needs are met and rights maintained; consult and collaborate with community providers to ensure continuity of care.
- Engage clients and maintain working relationships through creative, resourceful strategies, which build trust and confidence.
- Coordinate with other service providers and City of Seattle agencies to assure continuity of client care and successful transition of clients to long-term providers as appropriate.
- Promote and maintain positive relationships with the surrounding neighborhood.
- Monitor the general dining areas and hallways for safety and security of clients and staff. Work to maintain a comfortable social environment, even in the presence of potentially unusual client behaviors.
- Intervene when necessary to support clients, maintain order, and communicate/enforce HMP code of conduct.
- Commitment to the Harm Reduction and Trauma-Informed Care models and working to incorporate those principles through an equity and social justice lens.
- Become certified in enhanced behavioral de-escalation training and maintain annual re-certification.
- Assist in training staff and volunteers on de-escalation skills.

- Write significant events involving clients and HMP operations activities in a daily log; read log daily and coordinate with relevant staff.
- This position may be required to work during some holidays, and will receive paid time off to be used at another time during that calendar year.

Qualifications

- Bachelor's degree in social work, psychology, or related behavioral science, or Bachelor's degree in any field and 1 year of paid work experience in social services
- Two years of experience working with homeless adults disabled by chronic alcoholism, mental illness and/or drug use in a social service environment, such as a homeless shelter, transitional housing, or multi-service center
- Effective communication skills with ability to successfully interact with volunteers, co-workers, and partners with diverse ethnic and cultural backgrounds and treat each individual with respect, dignity, and compassion
- Knowledge of harm reduction strategies, motivational interviewing, and de-escalation skills
- Knowledge of resources for homelessness, mental illness, and substance addiction
- Demonstrated abilities and experience in successful conflict resolution
- Ability to stand or walk during the majority of a 2-hour work shift, work in a busy, fast-paced, sometimes stressful environment, and handle sensitive information with a high degree of professionalism
- Basic computer skills
- Valid Washington State driver's license and insurable driving record
- Ability to pass national criminal background check
- Position may require occasional lifting of up to 25 pounds, including room set-up and take down, and ability to climb stairs
- Bilingual in Spanish and English a plus

Compensation

This position is 30-40 hours per week Monday through Friday flexible hours with some evenings required, paying \$26 per hour. This position is a grant-funded position for one year, with plans to continue in subsequent years. Benefits include: health insurance; 401(k) plan with employer match; long-term disability insurance; a flexible spending account; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year's Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment.

About the Phinney Neighborhood Association

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school-age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, an art gallery, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. The PNA serves over 27,000 people each year, has 70 staff, 1,300 volunteers, and an annual budget of \$2.5 million. The PNA is an Equal Opportunity Employer working towards a culturally diverse workplace. Applicants representing the diversity of our community are encouraged to apply.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications and a resume to apply@phinneycenter.org. Position open until filled.