



BRIDGING CULTURES
COMMUNITIES & GENERATIONS

CISC, a non-profit organization, helps immigrants throughout King County achieve success by providing information, referral, advocacy, social, and support services.

JOB ANNOUNCEMENT

TITLE: Case Management Program Assistant (Bilingual in Cantonese)

REPORTS TO: Case Management Program Supervisor

HOURS: Full-time Monday – Friday, 8:30 am – 5:00 pm, Non-Exempt position

PAY RANGE: \$22.00 – 24.00 per hour

ABOUT: CISC is a non-profit organization, founded in 1972, that supports immigrants and their families by creating opportunities for them to succeed, while honoring their heritage. We provide youth, family, and senior services including preschool, after-school, ESL/naturalization, in-home care case management, and healthcare navigation programs. We serve immigrants who speak Cantonese, Mandarin, Russian, Vietnamese, Spanish and additional languages at our office locations and numerous community-based sites throughout King County, Washington.

Our core values are Community, Compassion, Empowerment, Equity, and Inclusion. Read more about our core values, Land Acknowledgement, and equity statement at cisc-seattle.org/about-us.

JOB SUMMARY: The Case Management Program Assistant will provide information and assistance and follow-up services through outreach to Chinese speaking case management clients who are residing in targeted senior or low-income housing. Experience in working with low-income and /or limited or non-English speaking immigrant families, disabled adult and elderly in Seattle/King County highly desirable. This is a full time position, working 40 hours per week and regular outreach is required.

JOB DUTIES:

- Provide information and direct assistance such as translation, interpretation, clerical assistance to case management clients in the application or renewal of their financial, medical, and other benefits such as basic food, energy assistance, housing, etc.
- Schedule medical transportation for clients
- Follow-up with applications
- Update case managers with the services provided and/or changes of the clients
- Identify potential clients for the case management service
- Complete and submit monthly data tracking report in a timely manner
- Participate in regular Chinese case management check-in meeting
- Other duties assigned

QUALIFICATIONS:

- Knowledge of city, state and federal public assistance programs and experienced in working with diverse population especially low-English-proficiency Chinese seniors and disabled adults preferred.
- Certified ACA In-Person Assister preferred.
- Excellent customer service skills.
- Bachelor's degree in social service or related human services field preferable.



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- Fluent in English and Chinese (Cantonese)
- Valid Washington State driver's license, access to vehicle and auto insurance for outreach.
- Proficiency in MS office and Chinese typesetting preferred.
- Must be able to use computer and information technology fluently in daily work
- Energetic, outgoing and a team player.

BENEFITS:

- Health Insurance (Medical, Dental, and Vision)
- Flexible Spending Account
- Life insurance
- Accrue up to 8 hours paid sick leave per month
- Accrue up to 8 hours paid vacation per month
- Accrue up to 3 paid floating holidays annually
- 10 paid holidays annually
- 401k Retirement plan (with employer discretionary contribution + matching contribution)
- Transportation stipend (available for staff required to work at the Seattle office location)

LOCATION:

CISC
611 South Lane Street
Seattle, WA 98104

APPLICATION:

Submit resume and cover letter to: CISC
Attn: Human Resources
611 South Lane Street
Seattle, WA 98104

Or email resume and cover letter to: jobs@cisc-seattle.org

CLOSING DATE:

Open until position filled

CISC is an Equal Opportunity Employer

CISC is an Equal Opportunity Employer and dedicated to a policy of non-discrimination in employment on any basis including race, color, creed, citizenship status, national origin, ancestry, gender, genetic information, sexual orientation, gender expression or identity, age, religion, pregnancy or pregnancy-related condition, physical or mental disability, marital status, veteran status, political affiliation, or any other characteristic protected by law. Reasonable accommodation will be provided for persons with disabilities.