



TeamChild

**CASE SUPPORT & OUTREACH SPECIALIST
PIERCE COUNTY**

THE OPPORTUNITY

TeamChild seeks a passionate and talented Case Support & Outreach Specialist to join the **Pierce County team**. TeamChild seeks an individual who aligns with our values and centers our clients' voices in their advocacy. The Pierce County team consists of a Managing Attorney, a Legal Assistant, two Staff Attorneys, and a Case Support & Outreach Specialist.

WHO WE ARE

Headquartered in Seattle, with regional offices in Pierce, Spokane and Yakima counties, TeamChild is a nationally recognized nonprofit organization providing civil legal aid to vulnerable youth across Washington State. The mission of TeamChild is to uphold the rights of youth involved, or at risk of involvement, in the juvenile court system. TeamChild works to help youth secure the education, healthcare, housing, and other supports needed to achieve positive outcomes in their lives.

HOW TO APPLY

Interested applicants should email a resume, and a concise cover letter to jobs@teamchild.org. Please write "Case Support & Outreach Specialist, Pierce County" and your last name in the subject line. Also, please note how you learned of this opportunity.

Compensation starts at \$28.30 per hour, dependent on experience, and is based upon a 35-hour work week. Position comes with full benefits (including medical, dental, vision, FSA, 403b retirement, EAP, generous paid time off, and long- and short-term disability). \$1,000 wellbeing benefit, work flexibility.

Vision

Young people have power and experience belonging at school, at home, and in their communities

Values

Youth centered – We take bold, creative action in support of young people's self determination

Wholeness – We give and receive real support and care for ourselves, clients, and communities. We bring our whole selves to work.

Accountability – We operate from an anti-oppression foundation. We act with integrity and intentionality and encourage each other to be better every day

Anti-racism – We operate with anti-racists principles to undo and end all interesting forms of oppression.



Case Support & Outreach Specialist, Pierce County

WHO WE ARE

TeamChild is a nationally recognized nonprofit legal aid organization serving youth across Washington State, with office locations in Seattle, Tacoma, Yakima and Spokane. TeamChild's mission is to uphold the rights of youth involved, or at risk of involvement, in the juvenile legal system to help them secure the education, healthcare, housing and other support they need to achieve positive outcomes in their lives. We have three mutually reinforcing program strategies: legal services, policy advocacy, and training and community education. Core to all of our work is our legal services program, which reaches youth 12-24 years old in four of Washington's largest counties as well as youth incarcerated in our state's juvenile prison and community facilities. Our clients are youth and young adults who are entangled in juvenile court and the child welfare system and need civil legal advocacy to prevent homelessness, access education and employment and get their basic health and other needs met. In our work, we also aim to move systems away from exclusion, punishment, arrest, and incarceration towards more effective and community-based strategies that address root causes and provide culturally meaningful and developmentally appropriate support and opportunities for young people.

At TeamChild we believe that racial and other social identities should be respected and affirmed. In support of this belief, we are building an equitable and inclusive organization and providing our team of staff, volunteers and Board members with the tools to address institutionalized racism and other forms of oppression. All members of our team are responsible for providing and supporting an equitable and inclusive work environment that will enrich our interactions with each other and our products and services. This responsibility provides the foundation for empowering the children and families that we serve so their needs are justly represented and their desires amply fulfilled. For more information about TeamChild and the King County office, see www.teamchild.org.

THE ROLE

We are seeking a full-time Case Support & Outreach Specialist in our Pierce County office. This is an opportunity to be part of a collaborative team that is dedicated to client-centered legal advocacy and working to continually reflect and improve our client services and office and program practices. The Case Support & Outreach Specialist's primary duties, under the supervision of the Managing Attorney, will be to provide direct non-legal support, advocacy, and case management for our clients, in collaboration with the attorneys who will focus on legal advocacy. This position will also work under additional support and oversight from the Legal Assistant, to strategically plan and develop the growing scope of work within our office and statewide efforts. TeamChild also works with youth incarcerated at Juvenile Rehabilitation (JR) facilities and reentering their communities statewide. The Case Support & Outreach Specialist will primarily focus on Pierce County goals but will also have the opportunity to partner statewide with our JR team as well as our growing statewide Community Engagement team. Activities may include the screening of referrals, meeting with clients in the Pierce County Office or within the community, resource navigation, collaborating with attorneys, general office administration, data entry, coordinating calendars, and answering general inquiries about TeamChild through phone and email. This position will also include opportunities for community engagement and client accessibility.

ESSENTIAL JOB RESPONSIBILITIES

- Consider ways that will improve TeamChild’s accessibility, prioritizing youth needs and feedback.
- Develop know your rights materials, workshops, and strategies for sharing information with youth in collaboration with community and staff.
- Assist youth and families with accessing services, including providing referrals and follow up to ensure youth are able to access services and progress toward established goals.
- Complete screening and intake assessment of youth’s legal and social needs.
- Develop case history of youth through interviews, observation, and record review.
- Participate in internal weekly staffing of youth needs and advocacy planning.
- Maintain and review client and case work records in case files; maintain timekeeping record in TeamChild’s electronic case management system.
- Provide some crisis intervention, support, and referral to youth as needed.
- Prepare and maintain accurate documentation with providers and the attorney to help support youth.
- Maintain an extensive referral network of professionals to access services as youth’s needs become known.
- Coordinate services for youth with other community providers and stakeholders.
- Foster relationships with clients that build youth’s decision-making and self-advocacy skills.
- Provide extensive case support as determined collaboratively with attorneys and Legal Assistant.
- Work collaboratively with all staff to identify, develop, and expand community connections and other resources for our clients.
- Participate in developing and preparing for program, project, or case-related activities, including community building, outreach, and training activities.
- Partner with our statewide Juvenile Rehabilitation Program Team on projects and casework.
- Complete other duties as assigned collaboratively within Pierce County or the Statewide Program.

SKILLS AND QUALIFICATIONS (REQUIRED)

We are seeking candidates who are committed to social justice and are passionate about supporting young people. Candidates should work well both independently and as a team member, be respectful and ardent about working with people from diverse backgrounds, enjoy creative problem solving, and value the creation of relationships with co-workers and the community. Additional qualifications include:

- Clearly communicated passion for our mission.
- Exceptional written and oral communication skills, and highly tuned listening skills.
- Excellent organizational skills and superior attention to detail with strong follow-through.
- Demonstrated competence in working with diverse clients and communities.
- Experience working with young people, especially 12-24 year-olds.
- Demonstrated ability to collaborate effectively with other advocates and social service providers.
- High level of integrity and commitment to upholding ethical standards, including client confidentiality and zealous advocacy for client-directed goals.
- Experience maintaining and managing a fluctuating caseload, independently and in partnership with attorneys.
- Must be willing and able to plan for and travel throughout the region to meet client and agency needs.
- Highly effective problem-solving, communication, and listening techniques.
- Ability to learn quickly and work both independently and collaboratively.

- Anti-racist analysis and commitment to undoing institutional racism and other forms of oppression.
- Relevant social services experience in direct service or lived experience with case management and navigating resources.
- Demonstrated alignment with TeamChild Values: [Centering Youth, Anti-Racism, Wholeness, Accountability.](#)

PREFERRED QUALITIES

- Personal connection with our client communities.
- Curiosity for learning and personal growth.
- BA/AA degree with major course work in law, social services, education, human services, behavioral science, or an allied field.
- Other education or experience which clearly indicates the ability to perform the essential functions of the position may substitute for the recruiting requirements and may also enhance an applicant's qualifications.

CULTURE

TeamChild is a unique, values-driven organization that is boldly committed to creating and maintaining a work environment that supports collaboration, inclusion, shared-accountability, distributed power and non-hierarchical operations. At its core, TeamChild fights for effective solutions and community-driven strategies that nurture and develop the health and wellbeing of young people, instead of exclusion and incarceration. Individuals who work for TeamChild are naturally aligned with the following:

- A commitment to anti-racism, anti-oppression, intersectional equity analysis.
- A focus on relationship building.
- An ability to listen with an open mind and a deep commitment to including and respecting diverse viewpoints.
- Values collaboration and inclusive decision-making.
- A proactive, passionate, and collaborative attitude.
- A foundation of self-awareness that provides space for learning and growth.

COMPENSATION AND BENEFITS

TeamChild is committed to providing employees with a competitive salary and benefits package. Compensation starts at \$28.30 per hour, dependent on experience, and is based upon a 35-hour work week. Position comes with full benefits (including medical, dental, vision, FSA, 403b retirement, EAP, generous paid time off, and long- and short-term disability).

TO APPLY

Please email a letter of interest and resume to jobs@teamchild.org. Please write " Case Support & Outreach Specialist, Pierce County" and your last name in the subject line. No phone calls or email inquiries, please. Position open until filled.

Before submitting your application, please check [TeamChild's Website](#) to make sure that this position is still open.

All interested individuals, including people with lived experience, people of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, and/or intersex are particularly urged to apply. TeamChild is an Equal Opportunity Employer. TeamChild is committed to promoting an environment free of barriers and discriminatory practices for its clients, Board, and staff.