



The Bridge Care Center Associate Director | Job Description

Quest is a 15 year-old urban, multiethnic and multi-generational church in Seattle striving to be an incarnational presence in a fast changing post-Christian culture. Our purpose is to embody the whole Gospel through our five ministry pillars: the human soul, community, reconciliation, compassion & justice, and global presence. More information can be found at <http://seattlequest.org>.

The Associate Director is responsible for the overall level of client-care. The Associate Director (AD) functions as the Case Manager as well as the manager for the Advocates Representing the Community (ARC) program. In addition to these client-focused roles, the AD provides critical support to our Director and Office Assistant by being the primary point-person when the Director is off-site.

Case Management / Client-Related Responsibilities:

- Manage client files for homeless and low-income persons, including scheduling one-on-one appointments during open hours, scheduling follow-up appointments, providing accountability, and referrals to other resources/partners.
- Provide lay counseling for a variety of different client needs, pray with those who are open to it.
- Assess potential clients who may benefit from our Financial Hardship Assistance Fund. For clients that qualify, collect financial documents from them and then make needed contact with other agencies.
- Maintain and solicit partner organizations and other places to whom we might refer clients for services.
- Provide consistent follow-up and documentation of organizations, churches, and individuals with whom we work.

ARC-Related Responsibilities:

- Solicit, review, and follow-up with applications made by potential ARC participants.
- Lead ARC team (staff and volunteer mentors) by scheduling weekly appointments, keeping ARC team on track with monthly goals, reviewing progress with the participant, and updating case management notes.
- Celebrate and strategically share stories about the ARC program within Quest and with the broader community, particularly thanking donors and any who support/mentor for a season.
- Maintain after-care meetings at six-month intervals or as needed with those who have completed ARC.

Volunteer-Related Responsibilities:

- Train volunteers on-site and serve as a resource as needed.
- Help lead new trainings for clients and/or volunteers or ongoing trainings for current volunteers on at least a quarterly basis.
- Help volunteers with setting up/shift tasks/cleaning.
- Encourage, equip, and provide care for volunteers as needed.

Office-Related Responsibilities:

- Train ARC participant into basic Salesforce use.
- File client documents, update client resource boards.
- Maintain presence during open hours, encourage, increase safety, etc.
- Help lead Thursday clean-up crew efforts to maintain St. Luke's campus.



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Hours, Compensation and Benefits

- Part-Time: 15hrs/wk
- Compensation: TBD
- Other Benefits: TBD

Application Information: Position open until filled. Please email cover letter, resume and at least three references to info@seattlequest.org.

Contact Information

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Quest Church
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