



Job Posting

Job Title: Case Manager (TANF Career Development/Caseworker)

Location: Buellton, CA

Application Deadline: 1/10/2019

Compensation: Minimum of \$19/hour. DOE

Status: Full Time/Regular position.

Job Summary

This individual works out of the Santa Ynez Tribal TANF office in Santa Barbara County, serving Indian families in the surrounding areas. This position counsels and aids TANF participants requiring program services; helps participants formulate and implement plans of action and goals; develops and manages a workload of cases, and assists other staff in related duties. This position also provides individual career guidance through assessment of participant interests, aptitudes, abilities, and personality characteristics for career planning purposes. Locates and develops job openings for placement of eligible participants in fulltime employment in the public and private sector, and assists participants in securing and maintaining those positions. The Case Manager will empower and motivate individuals to gain sustainable employment by creating a plan, fostering accountability, building partnerships and coordinating training and employment activities.

Essential Functions

1. Provide individual vocational guidance through assessment of participant interests, aptitudes, abilities, and personality characteristics for vocational planning purposes.
2. Contact prospective employers to ascertain their needs and explain services available through the Tribal TANF Program, receive job orders from them, and develop, negotiate, and monitor participant employment with the public and private sectors.
3. Conduct Intake interviews with participants to assess participant employment / training status, provide program information and requirements, develop initial Self-Reliance Plans, provide and explain all appropriate forms and documentation.

4. Meet regularly with participants to update Self-Reliance Plans and Schedules and to address non-compliance with program requirements as needed.
5. Meet with participants to provide Career Planning and Career Pathway coaching, including assisting with researching occupation market data, such as current and future opportunities, salaries, training requirements for entry into chosen field, as well as assisting with training and college facility research.
6. Assist participants in preparation of resumes, cover letters and job search techniques, as well as conducting mock interviews and providing interview training to assist individuals toward job search success.
7. Schedule appointments and interviews in an effort to place participants in public and private sector jobs, and conduct follow-up. Transport participants to job interviews if necessary.
8. Process Monthly Eligibility, Childcare, and Mileage Reports and calendars to verify employment and/or training activities and compliance with required work participation hours, as well as to approve/deny mileage reimbursement and childcare payment requests and send modification letters as necessary.
9. Update and maintain participants' files and correspondence; monitor and record progress and actual hours worked through weekly contact, maintaining accurate and detailed records, producing periodic reports on activities and maintain a filing system consistent with generally accepted practices.
10. Act as liaison/coordinator of activities between TANF and other agencies.
11. Provide regular support to participants' who have obtained employment to foster support of job success and retention.
12. Conduct workshops such as (but not limited to): Resume and Cover Letter Writing, Interviewing and Job Search Strategies.
13. Prepare "On-the-Job" training contracts and Work Experience.
14. Process Monthly Transportation and Bus Pass Requests to ensure participants' without vehicles maintain reliable transportation for school/training. Process Supplemental Service requests to provide participants' with needed clothing, tools, equipment, supplies, etc., monitor receipt due dates and process receipts when received.
15. Assist participants with completing Tribal TANF Vocational Training Application and with seeking out grants, scholarships or services through other sources.
16. Provide individuals with assistance in process of enrollment into Vocational Training / College and assist with Financial Aid related questions.
17. Utilize Excel spreadsheets to maintain and update case load and participant status information to be used for tracking progress and in Monthly Progress Update meetings.

18. Maintain data entry requirements into proprietary database system by following data program techniques and procedures, including verifying entered data by reviewing, correcting, deleting, or reentering data; combining data from multiple systems when information is incomplete.
19. Other projects and responsibilities may be added at the company's discretion, such as participation in off-site Job Fairs, Career Fairs, Graduation events, etc.
20. Plan, direct, and review a workload of cases, and engage in administering programs and services for adult participants and their families.
21. Hold individual and/or group conferences to discuss general policies, procedures, rules, and regulations pertaining to programs and services.
22. Complete Intake appointment with participants to assess participants strengths, support system, resources currently in place, assess resources participant may benefit from and any other pertinent information, provide program information and requirements, develop initial Self Reliance Plan, provide and explain all appropriate forms and documentation.
23. Provide referrals and advocacy services to participants.
24. Prepare monthly stats and quarterly reports on participant's progress and Case Manager activities.
25. Perform scheduled home visits and transport participants to local agencies as needed.
26. Administer trainings with participants regarding the Cash Aid Reduction (CAR) program and exemption process.
27. Other projects and responsibilities may be added at the company's discretion.

The above statements are intended to describe the general nature and level of work being performed. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required for this position. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed.

Job Requirements and Qualifications

Education & Experience:

- 1) Minimum high school diploma and three years' work experience in social services and/or employment development or A.A. degree and two years' work experience in social services and/or employment development.
- 2) Prefer bachelor's degree in social work or social services field.
- 3) Experience identifying the developmental needs of others and coaching, mentoring, motivating or otherwise helping others to improve their knowledge or skills, especially in preparation for obtaining suitable employment.
- 4) Experience handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- 5) Experience coaching and working with individuals that are struggling with life challenges.

Certificates & Licenses:

Valid California Driver's License with driving record acceptable to SCTCA's insurance.

Knowledge, Skills & Abilities:

- **Knowledge of** methods and techniques of job development and client placement; current practices in career technical education; local labor market trends and employment opportunities in both the private and public sectors in the service area; effective procedures in identifying and securing training sites for participants; private, local, state, and federal agencies involved in employment development and job placement programs; behaviors and needs of at-risk populations; available community resources and services; principles of marketing and public relations; basic Internet research techniques; standard office software applications; various types of filing systems; English grammar, punctuation, and spelling. Knowledge of Indian history, culture and politics a plus.
- **Skill and Ability to** Effectively market and represent a program and services to employers; plan and make presentations to small groups including potential employers, business representatives, teachers, and program participants; assess the interests and aptitudes of participants; operate a variety of office equipment; use a computer to prepare documents and presentations, maintain various databases, and search for information on the Internet; coordinate a variety of projects simultaneously; interpersonal skills to work cooperatively and effectively with individuals and groups; provide instruction and make presentations on resume preparation, job seeking, job retention, and interview skills; read, interpret, and apply rules and procedures.

Physical:

Typically requires sitting for extended periods of time. Lifts and moves objects on occasion weighing up to 25 pounds. Primarily an indoor office environment.

Conditions of Employment:

Candidates are required to successfully complete required background check, including Live Scan, and drug screening.

Travel: Travel is required for meetings/training in San Diego County for 3 days or more on a quarterly basis. Frequency of travel may increase if needed.

Other Information

In addition to the essential duties listed above the Case Manager is expected to:

1. Demonstrate tact and a high level of professionalism due to the sensitive and highly confidential nature of the position.
2. Consistently report to work on time prepared to perform the duties of the position.
3. Possess excellent oral and written communication skills.
4. Communicate regularly with supervisor about department issues.
5. Demonstrate the ability to handle difficult situations with respect and courtesy.
6. Possess the ability to work effectively with people from diverse cultural, ethnic and socio-economic backgrounds.

7. Flexible schedule (occasional after-hours and weekends) and travel may be required depending on workload, workshops, etc.
8. Be detail oriented and possess strong organizational skills
9. Demonstrate efficient time management and prioritizes workload daily.
10. Be able to maintain heavy paperwork and processing in a fast-paced work environment.
11. Enjoy working independently and meet timelines.
12. Be thoroughly knowledgeable of all TANF guidelines at all times.
13. Make sound rational decisions and recommendations without bias
14. Participate in various departmental meetings and/or committees.
15. Assist with temporary training of TANF staff.
16. Travel between office sites may be requested to assist with training/office coverage.
17. Develop constructive and cooperative working relationships with others, and maintain them over time.
18. Encourage and build mutual trust, respect, and cooperation among team members.
19. Develop and maintain a relationship of trust, confidence, and good rapport with staff, administration, and program participants.
20. Other projects and responsibilities may be added at the manager's discretion, such as participation in Social Work conferences, Health Fairs, Career Fairs, Graduation events, etc.

About Our Company

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 19 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

How to Apply

Apply online at <http://sctca.applicantpro.com/>

Or

Fax a completed Application for Employment and resume to 760-742-8610.

Or

Apply in person and submit a completed Application for Employment with a resume to the Human Resources office, located at 36146 Pala Temecula Rd. Bldg. H, Pala, CA 92059. Applications accepted Monday-Friday 9:00 AM to 3:30 PM unless office is closed for a Holiday or special event.

Note: The Application for Employment can be found at www.sctca.net, under the “About SCTCA” link.

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.

Once you have submitted your application...

A member of our human resources team and the hiring manager will review resumes. You will be contacted through email if your experience, skills, education, and background best match the requirements for the opportunity. The email will invite you to take an assessment for the position which you must complete in order to move forward in the process.

SCTCA IS AN “AT-WILL” EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE