



## Job Posting

**Job title:** Caseworker

**Location:** La Mesa, CA

**Application Deadline:** Open until filled (*Early applications encouraged*)

**Compensation:** Minimum of \$22.50/hour. DOE.

**Benefits:** *\*Paid Holidays \*Rich Medical, Dental & Vision \*Generous Vacation & Sick \*401(k) Match*

**Status:** Full Time/Regular position

**WE ARE AN ORGANIZATION THAT VALUES IN-PERSON COLLABORATION AND INTERACTION, SO WE DO NOT OFFER ANY REMOTE POSITIONS.**

## Job Summary

Under the general supervision of the Tribal TANF Site Manager, the Caseworker is responsible for delivering comprehensive, wraparound case management services to support participants in overcoming challenges to employment and achieving self-sufficiency. The Caseworker engages with participants to identify individual needs and challenges, and develops and implements individualized case plans. The Caseworker coordinates access to a broad range of supportive services, including child care and community-based resources. The Caseworker monitors participant progress, ensures compliance with program requirements, and maintains accurate and timely documentation in accordance with established policies and procedures. The Caseworker provides ongoing guidance, support, and accountability to participants, addressing factors that may hinder employment readiness. This role is crucial in assisting participants in preparing for and obtaining gainful employment while promoting long-term stability.

## Essential Functions

1. Complete intake appointments with participants to assess participant's strengths, support system and resources currently in place.

2. Design and develop plans with adult participants to remove challenges to obtaining employment.
3. Ensure participants maintain compliance with individual plans and program requirements.
4. Provide guidance on support services such as childcare, transportation and immediate needs and process as required.
5. Maintain accurate and detailed case narratives, produce periodic reports, generate correspondence, and maintain an effective digital filing system.
6. Provide program information and requirements, and explain all appropriate forms and documentation.
7. Maintain up to date knowledge of community resources and act as liaison and coordinator of activities between Tribal TANF and other agencies.
8. Develop and maintain relationships with community partners and provide referrals and advocacy services to participants.
9. Prepare monthly stats and quarterly reports on participant's progress and department activities.
10. Perform scheduled home visits and transport participants to local agencies as needed.
11. Develop and facilitate participant trainings and activities.
12. Coordinate activities within the Caseworker departments and/or outside agencies, such as meetings and special events.
13. Develop, prepare and implement Participant Activity proposals and any other office activities.
14. Meet regularly with participants to build and maintain relationships and follow-up on participant progress and compliance.
15. Maintain strict confidentiality of all facts of programs and participant records.
16. Other projects and responsibilities may be added at the company's discretion.

### **Job Requirements and Qualifications**

*Education:* Minimum High School Diploma and two (2) years' work experience directly in public service or social services position with case management experience.

Or, Associate's degree or higher with one (1) year work experience directly in public service or social services position with case management experience.

*Experience & Ability Requirements:*

- Ability to work with and relate to participants and demonstrate active listening skills.
- Experience displaying a professional level of empathy and respect for cultural differences.
- Experience with intake procedures and conducting client interviews to assess needs.
- Experience in conflict resolution techniques for handling situations with families from diverse socio-economic and cultural backgrounds.
- Ability to learn specialized databases, software systems and proficient in utilizing Google Workspace.
- Computer literate with the ability to operate a PC and MS Office software such as, Word, Excel, PowerPoint and Publisher. Proficient in using virtual meeting platforms such as Zoom, GoToMeeting, etc.

*Certificates & Licenses:* Valid California Driver's License with driving record acceptable to SCTCA's insurance.

*Knowledge Requirements:* Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures. Professional verbal and written communication skills. Knowledge of Indian history, culture and politics a plus.

*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.

### **Other Information**

In addition to the essential duties listed above the Caseworker 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. Be flexible for periodic after-hours and weekends. Scheduled travel (outside of the SCTCA service area or in a different county) will be required depending on workload, workshops, trainings, etc.

8. Be detail oriented and possess strong organizational skills.
9. Demonstrate efficient time management and prioritizes workload daily.
10. Maintain heavy paperwork and processing in a fast-paced work environment.
11. Work independently and as a team to 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 support of TANF staff.
16. Travel between office sites may be requested to assist with training support/office coverage or as needed.
17. Encourage and build mutual trust, respect, and cooperation among team members.
18. Develop and maintain constructive and cooperative working relationships of trust, confidence, and good rapport with staff, administration, and program participants.
19. 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 26 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**

**Preferred method: Apply online at <http://setca.applicantpro.com/>**

A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office\*, located at 11475 Nejo Rd. Bldg H. Pala, CA 92059. \*Office subject to closures.

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

Note: The Application for Employment can be found at [www.setca.net](http://www.setca.net), under the "Careers" link.

### **Next Step in the Process**

1. If you are selected to move forward, you will be emailed an online assessment.
2. If you are not selected, you will receive a denial email.

*Note: These emails could possibly go to the spam folder, so please check there as well.*

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

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