



## **Job Posting**

**Job title:** Caseworker

**Location:** Pala, CA

**Application Deadline:** 04/21/2019

**Compensation:** Minimum of \$17/hour. DOE. *In addition to hourly pay, we offer paid time off, 401(k), rich benefits & much more!*

**Status:** Full Time/Regular position

## **Job Summary**

This individual works for the Tribal TANF program in North San Diego County. Under general supervision of the Tribal TANF Site Manager, 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.

## **Essential Functions**

1. Plan, direct, and review a workload of cases, and engage in administering programs and services for adult participants and their families.
2. Hold individual and/or group conferences to discuss general policies, procedures, rules, and regulations pertaining to programs and services.
3. Maintain accurate and detailed records, produce periodic reports on activities, generate correspondence, and maintain an effective filing system.
4. Complete Intake appointment with participants to assess participant's strengths, support system, resources currently in place, assess resources participant may benefit from and any other pertinent information.
5. Provide program information and requirements, develop initial Self Reliance Plan, provide and explain all appropriate forms and documentation.
6. Act as liaison and coordinator of activities between Tribal TANF and other agencies.

7. Develop and maintain participant case plans/Self Reliance Plans and files. Review monthly eligibility reports/calendars.
8. Provide referrals and advocacy services to participants.
9. Prepare monthly stats and quarterly reports on participant's progress and Caseworker activities.
10. Perform scheduled home visits and transport participants to local agencies as needed.
11. Administer trainings with participants regarding the Cash Aid Reduction (CAR) program and exemption process as needed.
12. Meet regularly with participants to update Self Reliance Plans and complete Compliance Plans to address non-compliance with program requirements and address concerns as needed.
13. Maintain strict confidentiality of all facts of programs and client records.
14. Other projects and responsibilities may be added at the company's discretion.

### **Job Requirements and Qualifications**

*Education & Experience:* Minimum High School Diploma and two (2) years work experience in a social services position.

Or, Associate's degree with one (1) year work experience in a social services position.

Bachelor's Degree from an accredited University in Education, Administration, Social Work or related field preferred.

- Experience handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Experience with the policies and procedures of case management systems, and the methods for assessing client needs, and developing and implementing case plans.
- Experience with intake procedures and conducting client interviews.
- Experience in conflict resolution techniques for handling situations with adults and families from diverse socio-economic and cultural backgrounds.

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

*Knowledge & Ability 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. Proficient with the operation of desktop computers, MS Office software, and data entry experience. Ability to develop constructive and cooperative working relationships with others and

maintain them over time. Able to develop and maintain a relationship of trust, confidence, and good rapport with staff, administration, and program participants. 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, LiveScan, 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. 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

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

A. 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. \*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.sctca.net](http://www.sctca.net), under the “About SCTCA” link.

**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.**