



Job Posting

Job title: Eligibility Specialist/Education Coordinator

Location: Orange, CA

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

Compensation: Minimum of \$23/hour. DOE

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

Status: Full Time/Regular position

Job Summary

Under general supervision of the TANF Site Manager, perform various technical and administrative duties involving initial determination of applicants, and ongoing eligibility of participants, for TANF services. Counsel and assist TANF participants regarding program services; assist participants to formulate and implement a plan of action and goals; develop and manage a workload of cases; and assist other support staff in related duties. Maintain accurate and detailed records, produce periodic reports on activities, generate correspondence, and maintain a well-organized filing system. This position also coordinates the Native Youth Success Program. Responsible for mentoring, supporting, and monitoring students in order to keep them in school at their grade level and encourage them to achieve at their highest potential. The program focuses on the needs of those students who miss school excessively or are earning grades at less than average. Incumbent must establish and maintain effective working relationships with school administrators, teachers, parents, and students. This person must plan, organize and lead activities, workshops and meetings; and maintain detailed records and reports.

Essential Functions

1. Interview applicants and recipients of TANF services to obtain financial and other eligibility data.
2. Review applicants' documents for completeness, legibility, and accuracy.
3. Interpret and explain regulations and requirements of the various TANF services ensuring that applicants and participants understand their TANF rights and responsibilities.
4. Analyze the financial and eligibility information which is collected to determine initial or continuing eligibility for one or more categories of TANF services.
5. Contact agencies, schools, etc., to verify eligibility data and to clarify discrepancies in the information

provided by applicants and participants.

6. Compute benefits for which participants are eligible; initiate, update and maintain detailed records and reports on daily, weekly, and monthly basis.
7. Organize caseload and files so that necessary records and documents are processed and updated within specific deadlines established by TANF guidelines.
8. Address questions or concerns of participants or others about their status or other pertinent situations.
9. Complete and review basic computer documents; input and access data from computer network database.
10. Interpret TANF Plan, Federal Regulations and Program guidelines to best serve families.
11. Investigate case discrepancies as needed.
12. Maintain strict confidentiality of all facts of programs and participant records.
13. Communicate effectively; maintain positive and trusting relationships with youth, parents, teachers and administrators.
14. Research local resources available to students and parents regarding academics and learning disabilities.
15. Interpret and understand report cards in order to assist in advocating for the children in school when dealing with Individual Education Plans (IEPs).
16. Work with the children to understand and develop goals to fit their specific needs.
17. Mentor and support students in achieving their individual education goals.
18. Maintain detailed records and reports on daily, weekly, and monthly basis.
19. Attend periodic meetings with parents, students, school teachers and administrators.
20. Attend periodic meetings with Site Manager and other staff involved with the families.
21. Plan, organize, and facilitate activities, workshops, and meetings to benefit the children and their families.
22. Pick up and deliver participants (including adults and children) to and from various locations, including rural/urban areas and reservations, for trainings, appointments and special activities.

Job Requirements and Qualifications

Education: Minimum of Associate's degree in a social services field, or equivalent work experience. Prefer Bachelor's degree in social work or social services field, and knowledge of Indian history, culture, and politics.

Experience: Two years related work experience. Experience with TANF policies and procedures. Experience with intake procedures and conducting client interviews. Experience with the policies and procedures of case management systems, and the methods for assessing client needs, and developing and implementing case plans. Experience in developing and maintaining relationships of trust, cooperation, and good rapport with staff, administrators, and clients. Experience working under minimum supervision in high-stress situations to accomplish tasks within specific deadlines. Experience collecting and evaluating data and formulating recommendations. Experience handling complaints, disputes, grievances, conflicts, and negotiations with others.

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

Knowledge Requirements: Able to speak persuasively with individuals and groups. Strong mathematical and problem-solving skills. Comprehend basic K-12 school courses, graduation requirements, California Exit Exam, IEPs/Special Ed, SARB and Title 7 Indian Education Act.

Computer/Technology: Strong computer skills. Proficient in working with Microsoft Office including Word, Excel, Outlook and PowerPoint. Proficient in using virtual meeting platforms such as Zoom, GoToMeeting, etc.

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, Live Scan and drug screening.

Other Information

In addition to the essential duties listed above, the Eligibility Specialist/Education Coordinator 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. Develop and maintain a relationship 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 25 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 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.sctca.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.**