



Job Posting

Job title: Staff Development Specialist (Caseworker)

Location: Escondido, CA

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

Compensation: Minimum of \$33.00/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

The Staff Development Specialist (Caseworker) is responsible for providing comprehensive staff development and learning opportunities to SCTCA Tribal TANF staff across all TANF sites, requiring frequent travel. This role involves designing, delivering, and evaluating training programs, conducting peer reviews, and ensuring staff proficiency in policies, procedures, and service delivery standards. The Staff Development Specialist (Caseworker) also provides administrative support, assists with policy and form development, and serves as the primary point of contact for department training inquiries. Staff Development Specialist (Caseworker) role maintains training materials, coordinates training schedules, and supports overall program efficiency by providing coverage for department staff as coordinated.

When providing Caseworker coverage, the Staff Development Specialist (Caseworker) will temporarily maintain participant services and essential case management functions; to include intake, supportive services, case documentation, referrals, advocacy, coordination with community partners, home visits, transportation, and participant activities. The coverage provided is to ensure continuity of services, maintaining accurate records, providing professional customer service, and complying with Tribal TANF policies and procedures.

Essential Functions

Staff Development & Training

1. Design, develop, and deliver comprehensive training for TANF Caseworkers.
2. Create and enhance learning materials, visual aids, and reference sheets tailored to various learning styles.
3. Implement learning methods such as mock appointments, shadowing, and accompanied sessions to ensure hands-on skill application.
4. Conduct follow-up training to assess staff competency, address gaps, and provide additional instruction as needed.
5. Compile and maintain new hire training binders, ensuring all resources are current and organized.
6. Lead department peer reviews to assess staff adherence to policies and procedures.
7. Act as the primary resource for department policy and procedural inquiries.
8. Facilitate Caseworker department meetings.

Learning Coordination & Administration

1. Organize and maintain department-wide training schedules, coordinating dates with relevant team members.
2. Develop and distribute training calendars and schedules to all necessary parties.
3. Report staff training progress and outcomes to the Site Manager weekly.
4. Assist in the development, review, and editing of department policies, procedures, and forms.
5. Participate in train-the-trainer workshops and continuously enhance training approaches.

Administrative and Clerical Support

1. Monitor and recommend updates of TANF forms, policies, and resources on the SCTCA website.
2. Research and compile data under the direction of the Staff Development Specialist Manager or Sites Director, generating reports as needed.
3. Provide administrative support, including document preparation, data management, and clerical duties (mailing, scanning, faxing, and copying).
4. Prepare department meeting spaces, create agendas, take meeting minutes, and distribute and archive them appropriately.
5. Operate and maintain office equipment, including copiers, computers, printers, and fax machines.

Coverage and Additional Duties

1. Provide backup coverage for TANF Caseworkers.
2. Ensure strict confidentiality of all program and client records.
3. Perform other related duties as assigned by the Staff Development Specialist Manager.
4. Serve as a mentor to department staff.

Job Requirements and Qualifications

Education:

- High School Diploma or GED required.
- Associate Degree in social services, human services or a related field preferred.
- Preferred five (5) years of social service and training experience.

Experience & Ability Requirements:

- Experience in providing quality customer service.
- Intermediate to advanced proficiency with computers and software, including word processing, database management, spreadsheets, and desktop publishing.

Certificates & Licenses:

- Valid Driver's License with an acceptable driving record under SCTCA's insurance policy.

Knowledge, Skills, and Abilities:

- Training and Facilitation: Ability to create, deliver, and adapt training materials effectively for diverse learning styles.
- Presentation Skills: Confidently deliver engaging presentations to individuals and groups.
- Communication: Demonstrate clear, precise, and influential verbal and written communication skills.
- Public Speaking: Speak to groups with confidence and control.
- Organizational Skills: Strong ability to prioritize, plan, and manage multiple tasks and schedules efficiently.
- Time Management: Effectively manage time, meet deadlines, and balance priorities.
- Active Listening: Demonstrate strong listening skills to understand and respond appropriately.
- Creativity and Problem Solving: Apply creative approaches to training and problem-solving.
- Measurement and Evaluation: Track and evaluate the effectiveness of training programs.
- Database Management: Proficiency in or the ability to learn database management systems.
- Typing Skills: Minimum typing speed of 40 words per minute.
- Knowledge of federally funded or state funded programs such as Temporary Assistance for Needy Families (TANF).

- Understand the Federal Register, TANF Plan, and Coding Guide.

Physical:

- Frequent sitting for extended periods.
- Occasional lifting and moving of objects weighing up to 25 pounds.
- Primarily an indoor office environment with required travel to all SCTCA TANF sites.

Conditions of Employment:

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

Other Information

In addition to the essential functions listed above the Staff Development Specialist (Caseworker) is expected to:

1. Communicate regularly with the Staff Development Specialist Manager and Sites Director regarding training issues and needs.
2. Maintain professionalism and a positive service attitude at all times.
3. Participate in relevant department meetings and work groups.
4. Demonstrate tact and a high level of professionalism due to the sensitive and highly confidential nature of the position.
5. Consistently report to work on time prepared to perform the duties of the position.
6. Possess excellent oral and written communication skills.
7. Demonstrate the ability to handle difficult situations with respect and courtesy.
8. Possess the ability to work effectively with people from diverse cultural, ethnic and socio-economic backgrounds.
9. 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.
10. Be detail oriented and possess strong organizational skills.
11. Demonstrate efficient time management and prioritize workload daily.
12. Maintain heavy paperwork and processing in a fast-paced work environment.
13. Work independently and as a team to meet timelines.
14. Be thoroughly knowledgeable of all TANF guidelines at all times.
15. Make sound rational decisions and recommendations without bias.
16. Travel between office sites for training support/office coverage or as needed.
17. Develop and maintain constructive and cooperative working relationships of trust, confidence, and good rapport with staff, administration, and program participants.
18. 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://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.