

POSITION DESCRIPTION

Supervisory Caseworker

INFORMATION

Job Class: Program Coordinator

Department: CCTHITA

Location of Work: Juneau, Alaska

Salary Grade(s): 10-11

Hours of Work: 8:00 – 4:30

Employment Category: Regular Full-Time

Class Status: Active

Type of Position: Non-Exempt

Covered Position: Yes

Prepared by: Jeanna W.

Approved by: Implementation Committee

Effective Date: 06/16/2008

PURPOSE

To provide supervision, guidance, training and mentoring for the front line caseworker staff of the client services Division of the CCTHITA.

REPORTING RELATIONSHIPS

Reports To: Director 477 Program

Supervises: Assigned Caseworkers

Liaison To:

ESSENTIAL FUNCTIONS

- Conduct random as well as periodic Quality Improvement and Compliance audits of case files to ensure the clients have been encouraged to apply for the maximum level service available for them given their unique situation, and that the files contain required documentation for the CCTHITA financial assistance program services provided.
- Conduct weekly case staffing meetings with each caseworker and provide feedback on at least 4 assigned cases per week. Actual numbers of cases staffed each week is based on a % of current active caseload.
- Assist in the development of self sufficiency planning through the weekly case staffing to ensure that each plan is individualized to meet the clients development goals for financial self reliance.
- Review the quarterly case summaries and/or closure outcomes for all cases assigned to a caseworker under your supervision.
- Responsible for submitting required reports in a timely manner.
- Maintain strict confidentiality for both client and personnel files and information.
- Responsible for providing or arranging training in all areas of the 477 programs for assigned program staff.
- Continuously monitor the caseload assignments for each caseworker to ensure each has a similar level cases assigned factoring in intensity of service needs, and actual number of cases assigned and readjust case assignments as necessary.

- Assign new cases depending on the individual caseworkers current caseload assignments, level of anticipated need of the client, and the caseworkers level of experience.
- Ensure that case records are current and that staff enter case notes in a timely manner.
- Ensure that the caseworker position description reflects current duties, appropriate skills and abilities to for employees to be successful in the position.
- Completion of the hiring process including: conducting interviews for the top candidates, checking references, completing criminal records checks, and submitting recommendations for hire to Human Resources according to the CCTHITA published classification schedule.
- Will ensure that each assigned subordinate employee receives an individualized staff development plan and receives opportunities to receive training for performance improvement and/or career advancement.
- Provides continues coaching and mentoring for all assigned caseworkers.
- Develops and/or Coordinates training sessions on casework or the requirements of fincial assistance program available through the CCTHITA.
- Will provide a performance evaluation for each subordinate staff member upon the completion of their 90 day introductory period, and annually thereafter.
- Responsible for the supervision of assigned caseworker staff including but not limited to hiring, monitoring, coaching, staff development, performance evaluations, dispute resolution, progressive discipline, and termination.
- Reviews emergency financial assistance applications from the In-take staff and makes eligibility determinations based on available documentation within a set parameter of emergency finance assistance options available.
- Assists the Director with the development and updating of department policies and procedures as requested in accordance with program guidelines.
- Responsible for grant writing, compliance reporting and related budgetary responsibilities.

DECISION MAKING AUTHORITY

Spending Authority: up at \$1,000.00

Other Authority:

NECESSARY SKILLS AND KNOWLEDGE

- Excellent interpersonal and public speaking communication skills.
- Excellent analytical skills and ability to decisions with limited information.
- Working knowledge in Excel, MS Word, Outlook, Access, Publisher, and Power Point.
- Strong time management and organizational skills.
- Excellent negotiation and dispute resolution skills.
- Ability to conduct efficient investigations
- Excellent writing and grammatical skills.
- Knowledge of all financial assistance programs offered by Client Services Department.
- Excellent Case Management skills.
- Ability to coach and provide training for adults.
- Strong supervision skills.
- Ability to thrive in a constantly changing, fast paced, growing, and demanding environment.
- Ability to network with other departments and community service providers.
- Ability to work independently and in a team environment.

MINIMUM QUALIFICATIONS (education, experience, skills)

- Associates Degree in Social Work or closely related field.
- 2 yrs experience as a Caseworker or Program Specialist
- 2 yrs of supervisory experience.
- Valid Drivers License

Substitution:

Additional experience as a Program Specialist or Caseworker may be substituted for formal education on a year for year full-time equivalency basis.

PREFERRED QUALIFICATIONS (education, experience, skills)

UNUSUAL PHYSICAL REQUIREMENTS OR RESTRICTIONS

The majority of work is performed in a professional office setting and is generally sedentary, requiring routine walking, standing, bending, and carrying of items weighing less than 40 lbs. Travel on small aircraft or ferry may be required.

CONDITIONS OF HIRE:

- All employment at CCTHITA is “at will”. This means that the employee or CCTHITA may terminate employment at any time and for any reason. Unless specified in writing, no term of employment is expressed or implied for this position
- CCTHITA is a no tolerance workplace. All regular employees must pass an initial and random drug and alcohol screening to be eligible for and maintain employment.
- CCTHITA has several positions which require a criminal background check for the safety of our clients. All employment offers in the “covered” classification are conditional until CCTHITA has received a Federal criminal background check verifying eligibility to work in these programs.

This Job Description describes the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability. This is not a contract. Your signature indicates that you have read this Job Description and understand the essential functions of and qualifications for the job.

Employee Printed Name	Employee Signature	Date
Supervisor	Date	