

POSITION DESCRIPTION CASEWORKER

INFORMATION

Job Class: Case Worker	Class Status: Active
Department: CCTHITA	Type of Position: Non-Exempt
Location of Work: Juneau, Alaska	Covered Position: Yes
Salary Grade(s): 8	Prepared by: Implementation Team
Hours of Work: 8:00 a.m. – 4:30 p.m.	Approved by: Draft 04/08
Employment Category: Regular Full-Time	Effective Date: 06/16/2008

PURPOSE

The Case Worker will be responsible for providing case managing services for up to 40 clients/families that have applied for financial services and agreed to work toward improving their own economic independence. The case worker will utilize a wrap around service approach to provide professional level caseworker services including but not limited to: conducting interviews to determine need, assisting client with application process for all available services, collecting data and documents to establish program eligibility, working with the clients to develop a strengths based self sufficiency plan, working with other services providers, arranging transportation, and monitoring client progress regularly with the end goal of reducing or eliminating the barriers to the client's achievement of economic independence.

REPORTING RELATIONSHIPS

Reports To: Caseworker Supervisor
Supervises: N/A
Liaison To: N/A

ESSENTIAL FUNCTIONS

- Responsible for reading, understanding, and interpreting the State, Federal, and Tribal codes and procedural manuals.
- Responsible for understanding and interpreting the performance standards, guidelines, and outcome requirements of each financial assistance program available through the tribe.
- Will notify supervisor if a case has been assigned that is directly related to the caseworker.
- Responsible for maintaining a caseload of 40 families or individuals.
- Conduct intensive interviews to determine eligibility for client benefits; analyze written and oral information;
- Explain all program options and services available for the client, and the requirements of each program.
- Shall ensure the clients right to privacy and ensure appropriate confidentiality when information may need to be released to others with a need to know.

- Will assist clients in completing all necessary paperwork in the office, follow up with them to ensure they can locate attachment documents, and if necessary will assist client in acquiring attachment documents via a release of information to contact the agency.
- Obtain and review necessary data, documentation, and verification for each program of assistance as it relates to the recipient's specific circumstances;
- Responsible for documenting all contacts with clients and service providers in each applicable case file and entered into the database on a daily basis.
- Work with each client to identify their strengths and develop an Individual Self Sufficiency Plan maximizing on those strengths.
- Will provide intensive case management services including but not limited initiating referrals and follow up communications with other service providers, completing home visits, transporting clients and families in company vehicle, etc...(This will require job duties to be performed outside of the office setting.)
- Will process all internal paperwork for the client such as requesting checks, making travel arrangements, writing referral letters, etc...
- Work within timeframes and deadlines which are dictated by program requirements.
- Regularly conducts audits of all assigned client files corrects and reporting or data entry errors found, recalculates and makes adjustments for incorrect benefit payments if necessary.,
- Investigate complaints from the clients and analyze data for validity; detect discrepancies and clarifies data through telephone inquiries, correspondence, and interviews;
- Submit reports and written communication in a timely fashion.
- Will network both internally with co-workers, and externally with other service providers and employers to increase the Tribe's effectiveness in assisting clients to successfully reach their identified goals.
- Work with employment agencies, and local employers to secure employment for clients.
- Will attend training as requested by supervisor.
- May be required to travel for meetings, training, and other business as requested. This may involve traveling on a commercial airline, small plane, or ferry depending location of event.
- Other duties as assigned.

DECISION MAKING AUTHORITY

Spending Authority: Financial eligibility based on program requirements.
Other Authority:

NECESSARY SKILLS AND KNOWLEDGE

- Knowledge of Public Assistance Laws, Rules, Regulations, Service Programs, and Employment Programs
- Ability to read, and interprets procedures to make conclusions and decisions.
- Knowledge of other community programs providing financial and health services.
- Mastery of basic office procedures and practices
- Excellent computer skills including all MS office Suite programs
- Knowledge of interviewing techniques
- Excellent writing skills
- Ability to evaluate and recommend changes in eligibility assistance plan.
- Above average case management skills.
- Excellent customer service skills.
- Excellent interpersonal communication skills.
- Excellent prioritization and time management.
- Ability to practice tact, courtesy, and discretion.
- Experience working with Native American clientele and understands the cultural needs.

MINIMUM QUALIFICATIONS (education, experience, skills)

- An Associates Degree in related field
- 2yrs experience as a caseworker or closely related position.
- Valid drivers license

Substitution:

- * High School Diploma
- * 4yrs experience as a caseworker or closely related position.
- * Valid Drivers license

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. Case work services will require individual to complete work outside and at time 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.

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Employee Printed Name	Employee Signature	Date
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Supervisor	Date
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