JOB DESCRIPTION

Case Manager-Pierce County Site
Workforce Development Program

Department: Workforce Development Program Services
Reports to: TANF County Services Coordinator
F.L.S.A. Classification: Non-Exempt
Wage Range: 7/8

Position Summary:
The Case Manager is responsible for providing quality day-to-day case management activities within the parameters of the SPIPA WFD/TANF Policies and Procedure Manual. Case Managers may be called upon to serve out of the Kitsap County Site on short term assignments based on program/business need. The Case Manager reports directly to the County Services Coordinator.

Responsibilities:
- Works closely with Case Managers and Intake staff to ensure continued coverage and customer service/support to current caseloads and new clients.
- Create, coordinate and support client Individual Success Plans (ISP) that fit clients’ aptitudes, employment and education levels, physical abilities, and career goals. Develop client plans, conduct assessments and deliver services using best practices in case management.
- Monitor and record clients’ progress to ensure that the goals and objectives are met to move clients toward economic self-sufficiency.
- Meet with assigned clients at least monthly to provide support and ensure compliance with SPIPA WFD/TANF objectives.
- Work closely with the Case Management QA/QI Analyst to ensure proper training in conducting client assessments and to know how to effectively utilize assessment information to identify individual client’s unique barriers and develop effective, appropriate service and referral plans to support clients’ successful achievement of economic self-sufficiency.
- Work closely with the Workforce Navigator in supporting clients in obtaining training, industry-recognized certificates and academic degrees that best align with their occupational goals and ISPs.
- Establish client case management files in database and document/update client files on a daily basis in database computer system.
  Uphold case management standards as defined in the SPIPA WFD/TANF Policy and Procedure Manual.
  Provide quality customer service including conflict resolution.
- Assist clients in completing all required SPIPA WFD/TANF documentation or documentation related to the removal of barriers.
- Attend all scheduled case management and site staff meetings.
- Other duties as assigned.
The Case Manager, as an employee of the South Puget Intertribal Planning Agency, is expected to collaborate, engage, and work closely with all SPIPA programs to fully support the agency’s Vision, Mission, and Core Values in accordance with all agency directives.

**Minimum Requirements:**
- Bachelor’s Degree from an accredited university in Education, Business Administration, Social Work or related field is preferred with **1 year experience in case management and providing employment services** to clients, or
- Associates Degree in Human Services Field plus 3 years of experience in case management and providing employment services to clients, or
- High school diploma plus 5 years’ experience in case management and providing employment services to clients.
- Applicant must have familiarity with TANF Programs.
- Applicant should have at least one year experience working in a Native American community.
- Ability to understand and apply the program requirements and case management standards as defined in the SPIPA WFD/TANF Policy and Procedure Manual.
- Must have good conflict resolution skills, ability to maintain confidentiality and demonstrate professional office etiquette and professional boundaries.
- The applicant must be able to communicate clearly verbally and in writing.
- Ability to work effectively, independently or cooperatively with others.
- The applicant must have strong computer skills with three plus years using Microsoft Office or similar software.
- Possess a valid driver’s license.
- Negative results to a pre-employment drug screen test.
- Must pass a background investigation, including relevant criminal history.

**Salary/Fringe Benefits:** Compensation for this position has a starting range of $22.97-25.45 per hour (based on a 37.5 hour week). Benefits include medical, dental, vision, life insurance and agency contribution to a retirement program.

**Confidentiality:** This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

**Drug-Free Workplace:** SPIPA is committed to providing a drug-free workplace for its employees, volunteers and the community it serves. This position requires successful completion of a pre-employment drug test.

**Equal Opportunity:** SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, Federally recognized Tribes or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.
To Apply: Complete a SPIPA Employment application packet and send with cover letter explaining why your credentials make you a good fit for this position, and resume including 3 work related references to:

Dolly Garcia, Human Resources Manager
South Puget Intertribal Planning Agency
3104 SE Old Olympic Hwy.
Shelton, WA 98584
Or email to: dgarcia@spipa.org

SPIPA application is available under the AGENCY/JOB OPPORTUNITIES menu online at spipa.org or by calling 360.426.3212

Screening of applications to begin April 2, 2020.