JOB DESCRIPTION

County Services Coordinator
(Pierce and Kitsap County Sites)

Department: Workforce Development
Reports to: Workforce Development Programs Manager
F.L.S.A. Classification: Exempt
Range: 10/11

Position Summary: The SPIPA County Services Coordinator, under the direct supervision of the Workforce Development Programs Manager, is responsible for the overall administration and operations of the SPIPA Tribes Assisting Native Families Program (TANF) County site locations in Tacoma and Bremerton, WA. The County Services Coordinator supervises WFD/TANF Staff; oversees intake, case management, education and training activities, and program services to ensure appropriate service delivery and compliance with established standards in the SPIPA TANF Policy and Procedure Manual. The position is located at the Pierce and Kitsap County site offices in Tacoma and Bremerton, WA.

Responsibilities:

- Provide oversight for the day-to-day management of WFD/TANF sites.
- Maintain effective communication and directives given from WFD Programs Manager, Executive Leadership and the Board to all WFD TANF staff.
- Coordinate with Program Assistant on all required vendors to maintain the operation of both County offices.
- Supervise all WFD/TANF Case Management services and client activities at the WFD/TANF sites.
- Approve intake files for eligibility; participate in 60-month reviews and perform fraud investigations; make recommendation/referrals to the Workforce Development Programs Manager.
- Perform Intakes, Case Management, Activities/Events and Transportation, and Front Desk responsibilities as needed in order to maintain client services.
- Process Hardship Exemptions to the 60-month time limit and make recommendations for approval/denial to the Workforce Development Programs Manager.
- Review, cross-check and approve/return all client related paperwork for compliance and accuracy.
- Perform internal auditing of program expenditures related to client services and county programs.
- Work with the Case Management QA/QI to ensure quality case management activities at each site are in line within the TANF Policy and Procedures Manual.
- Work with the Case Management QA/QI to develop individual staff case management training plans.
• Work with the Case Management QA/QI to maintain case management standards at each site.
• Work with the Case Management QA/QI to ensure case management files and TAS information meet TANF program standards.
• Conduct regular site level staff/case management meetings at WFD/TANF sites to resolve local case management issues including conflict resolution.
• Work closely with Tribal community and/or local community staff in other programs; attend community meetings as needed.
• Ensure and maintain quality customer service at the WFD/TANF sites.
• Other duties as assigned.

Supervisory Requirements:
• This position directly supervises Case Manager(s), Program Assistant(s), Intake Specialist(s), and provides secondary supervision to the Youth and Family Support, Activities and Events/Transportation(s) and Front Desk(s).
• Participate in staff selection, training and professional development; evaluates staff work efforts and work products.

The County Services Coordinator, 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.

Qualifications:
• Bachelor’s Degree from an accredited university in Education, Business Administration, Public Administration, Social Work or related field with three (3) years of related work experience with low-income/disadvantaged populations, or
• Associates Degree in Education, Business Administration, Public Administration, Social Work or related field with five (5) years of experience of related work with low-income/disadvantaged populations.
• Three (3) years case management experience is preferred (may substitute related work).
• Minimum of three (3) years documented supervisory experience of subordinate staff including setting performance expectations, coaching, mentoring and evaluating performance.
• Working knowledge of TANF or comparable Program.
• One (1) year experience working in a Native American community preferred.
• Ability to communicate clearly verbally and in writing.
• Strong computer skills with three plus years’ experience using Microsoft Office or similar software.
• Ability to work effectively, independently or cooperatively with others.
• Ability to maintain confidentiality and demonstrate good conflict resolutions skills
• Valid driver’s license and proof of automobile insurance.
• Negative results to a pre-employment drug test.
• Successful completion of a background investigation, including relevant criminal history.
Physical Abilities: Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read and comprehend reports and data; occasionally lifting of medium weight objects generally less than 25 pounds. Frequent travel to other SPIPA or Intertribal locations.

Salary/Fringe Benefits: Compensation for this position has a starting range of $31.00 to $34.06 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 communities 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 a cover letter stating why you believe your qualifications make you the best fit for this position and resume including three work-related references to:

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

SPIPA Employment application is available online at http://www.spipa.org under Agency & Job Opportunities or by calling (360) 426-3990

Application screening will begin: April 2, 2020
Open until filled