



JOB DESCRIPTION

*****SENSITIVE*****

Job Title: Case Manager
Dept/Division: Human Resources – Workforce Development
Unit: Workforce Development
Job Family/Class: Case Management Series
Supervised by: Program Manager
Employee Type: Salary
Pay Grade: E

NATURE OF WORK:

Under general supervision, performs work of moderate difficulty securing employment opportunities for participants of the Workforce Innovation and Opportunity Act (WIOA) Program and assisting them to maintain employment and/or provide support services as needed.

ESSENTIAL FUNCTIONS:

- Accept application for WIOA services; review applications to determine eligibility in accordance with established criteria.
- Ensure that all required documentation for the determination is in the file.
- Develop plan of services for each participant; document plans using the WIOA Individual Services Strategy (ISS) form or Individual Educational Plan (IEP) form.
- Establish files for each participant and documents all actions taken in the file.
- Oversee the activities of the monitors and clerks working on the summer youth program as directed.
- Maintain confidentiality of all information.
- Recruit adult/youth for the WIOA Program; makes presentations to groups and organizations regarding adult/youth employment issues and the school-to-work transition.
- Monitor adult/youth engaged in program activities; resolves issues that interfere with successful program completion.
- Counseling adult/youth in individual or group settings on vocational choices, educational opportunities, and educational requirements, in the workplace, proper work habits and behaviors.
- Provide reports and other information according to established timelines.
- Maintain professional knowledge by attending meetings, conferences and educational workshops.
- Contribute to a team effort and accomplishes related results as required.
- Establish files for each participant and documents all actions taken in the file.
- Perform other duties of a similar nature or level as requested by supervisor or director.

ESSENTIAL KNOWLEDGE AND SKILLS:

Knowledge of:

- Tribal, state and federal regulations pertaining to the operations of the WIOA Programs;

- Assign department operations and functions;
- Customer service principles;
- Recordkeeping principles;
- Report preparation techniques;
- English language, grammar and punctuation;
- Yaqui culture, customs, resources and traditions and/or a willingness to learn.

Skills in & Ability to:

- Analyze problems, projecting consequences, identify solutions and implement recommendations;
- Exercise independent judgment;
- Maintain files and records;
- Develop and prepare a variety of business correspondence, records, reports, documents and forms;
- Provide customer service;
- Apply and explain applicable laws, codes, regulations, policies and/or procedures;
- Prepare and proofread a variety of reports and/or documentation;
- Communicate effectively, both verbally and in writing;
- Handle multiple tasks and meet deadlines;
- Maintain confidentiality of information;
- Work extended hours and various work schedules;
- Operate a variety of office equipment, including a computer and related software applications;
- Good communication and interpersonal skills as applied to interaction with co-workers, supervisor, management, Council members and the general public. Ability to sufficiently exchange or convey information and receive verbal and written work instructions.

TRAINING AND EXPERIENCE:

High School Diploma or GED and three (3) years work experience in Social Services, Employment and Training or related field; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

AND

- Bilingual Spanish/English preferred.

LICENSING REQUIREMENTS:

- Must possess and maintain a valid Arizona Driver's License;

BACKGROUND CHECK:

- Must have a current Level 1 Arizona Clearance Card or be able to obtain the Level 1 Arizona Clearance Card within ninety (90) days of hire. Failure to maintain a current Level 1 Clearance Card will result in removal from this position.
- Must provide at least three (3) business related reference letters.
- Must pass a background check and drug test.

Applicants and employees may be subject to criminal background and character investigation in accordance with applicable federal laws including, but not limited to: Indian Child Protection and Family Violence Prevention Act (25 U.S.C. Section 3201), Minimum Standards of Character and Suitability for Employment (25 CFR 63), Section 231 of the Crime Control Act (P.L. 101-647), and Child Care Worker Employee Background Checks (42 U.S.C Section 13041).

TRIBAL VEHICLE USE POLICY NOTICE:

This position may require the use of personal, GSA or Tribal vehicle for Tribal business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for Tribal business will be prohibited if the employee is not authorized to drive a Tribal vehicle or if the employee does not have personal insurance coverage. **Failure to maintain a driving record that would allow you to drive Tribal or GSA vehicles may result in removal from this position.**

PHYSICAL REQUIREMENTS:

Positions in this class typically require: finger dexterity, feeling, talking, hearing, seeing and repetitive motions, stooping, kneeling, crouching, reaching, standing, walking, pushing, and lifting. Incumbent may be subjected to dusts, gases, poor ventilation, extreme temperatures, work space restrictions and travel.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

This position will require the incumbent to work non-traditional hours, nights and weekends.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities or restrict management's right to assign or reassign, direct the work of employees under their supervision. Essential functions may vary based on the specific tasks assigned to the position.

Review and Approved by:

Department Head and/or Designee

Date

H.R. Manager/Classification & Compensation

Date

Human Resources Director

Date