



The Klamath Tribes
501 Chiloquin Blvd./P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 05/15/19
CLOSE: 06/03/19

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: TANF INTENSIVE CASE MANAGER

RESPONSIBLE TO: NAFA Program Manager

SALARY: GS - 08 \$37,810 - \$49,615 Annual/Full Benefits
GS - 09 \$41,763 - \$54,303 Annual/Full Benefits
GS - 10 Full Benefits (Only for employees with 10+ years of tribal service)

CLASSIFICATION: Non-management, Regular, Full-time

LOCATION: The Klamath Tribes Administration
501 Chiloquin Blvd.
Chiloquin, OR 97624

POSITION OBJECTIVES

The Temporary Assistance to Needy Families (TANF) Intensive Case Manager's primary purpose is to assist families with meeting their basic needs while learning to become self-supporting. Incumbent will work with individual families, to provide intensive case management services and maintain accurate, current records of services and progress.

The intensive Case Manager must have the ability to work with families in distress and demonstrate compassion while remaining objective about the needs of the families. The goal is to reduce the number of families dependent upon public assistance, increase the number of single parents completing education and training, increase child support services, and increase self-sufficiency. The Intensive Case Manager must be able to meet these goals while carrying a heavy case load.

This position will travel between Klamath Falls, Chiloquin, and other rural communities to serve Native Americans in Klamath County.

MAJOR DUTIES AND RESPONSIBILITIES

1. Establish, coordinate and maintain a collaborative working relationship with TANF

participants, co-workers, contractors, general public, community resources and other agencies.

2. Respond in a timely manner to potential applicant questions regarding TANF benefits and claim procedures.
3. Determine TANF eligibility and initiate procedures to grant, modify, deny or terminate assistance or refer applicants to other agencies for assistance; interpret and explain program policies and procedures. Monitor the payment of benefits throughout the duration of the claim.
4. Provide assistance in obtaining child support through interviews and completed documentation, as required for child support enforcement.
5. Develop a case plan with individual families detailing the steps the family will take toward achieving their goals; plans may include participation in interagency case management.
6. Responsible for overseeing that participation rates are met according to the Klamath Tribes TANF Plan with accompanying documentation, and properly entered in the TAS database.
7. Determine intervention services to address the needs of family members such as, parenting, drug and alcohol abuse, criminal justice, domestic abuse, childcare, etc.; make all appropriate referrals.
8. Interview, clients to ascertain employability and identify barriers to employment by assessing the participant's skills, strengths, and work history.
9. Insure child care reimbursement(s) are entered accurately and issued in a timely manner. Monitor the payment of benefits throughout the duration of the claim.
10. Initiate frequent interaction with clients by telephone, office visits, and home visits to continually monitor case plan progress.
11. Case plans will be updated every three months for families in participation status; update at six months for caretaker relative and exempt cases.
12. Monitor and maintain case record files on individual client achievements and insure applications are renewed every six (6) months with a current application.
13. For individuals who may qualify for SSI, assist with referral and SSI application processes; monitor progress of claim.
14. Refer clients for job skills training classes, which will include filling out applications, resume'/cover letter writing, interviewing, etc.
15. Identify work ready individuals for a full time NAFA+ job placement; make the

appropriate referrals for the barrier interview and determination of placement.

16. Identify and utilize resources that assist families with school age children that are "at risk" for learning or behavioral problems. Serve as an advocate with the parents when addressing school concerns with the children.
17. Provide case management services to teen parents through programs designed to address life skills and high school completion or equivalency.
18. Provide transition services and referrals to local resources, support services, and employment retention services for families who are in transitional status.
19. Access multiple complicated database systems with current, accurate client information.
20. Prepare monthly reports, as requested by the NAFA Program Manager.
21. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

Work is performed under the general supervision of the NAFA Program Manager. Employee works independently, referring unusual problems, or matters affecting policy to the supervisor. Work and records are reviewed on a regular basis to ensure program compliance.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Knowledge of principles and process for providing customer and personal services.

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures.

Knowledge of general economic conditions and trends, including Oregon industrial, labor, business and agricultural conditions, employment practices, employment and training requirements.

Knowledge of dysfunctional drug/alcohol behaviors and dependency for referral purposes.

Knowledge of, or ability to learn, Welfare Reform, Federal and State Regulations and Privacy Act.

Skill in providing direct case management, including interviews with families, formulating social service treatment plans, providing on-going case manager support and coordination of service delivery with other agencies.

Skilled in active listening with good common sense, using logic and reason to identify client's strengths and weaknesses.

Ability to meet with the public and staff in a courteous, professional manner using tact, diplomacy and mature judgment.

Ability to work with Native American families of varying social, educational and economic backgrounds.

Ability to accurately keep and maintain complete records and accomplish tasks in accordance with the TANF/NAFA policies and procedures.

Ability to organize and analyze information about individuals through records, interviews and professional sources for case management planning.

Ability to communicate orally and in writing for the purpose of providing instructions, completing forms/applications, obtaining information and conveying messages.

Ability to operate a computer and various software programs; ability to work in database systems.

Ability to maintain **strict confidentiality** of all facets of programs and client records.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application.)*
- **REQUIRED** to possess at least two (2) years of case management experience. *(Must reflect experience on application.)*
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to possess excellent oral and written communication skills.
- **REQUIRED** to possess knowledge of community, child and social service agencies and their roles.

- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- A Bachelor Degree in Behavioral Sciences, is preferred.
- Previous experience working with Native Americans or other underserved populations in a rural, socially disadvantaged community, is preferred.
- Experience in social service field, is preferred.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:

I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.

Employee (printed name)

Employee (signature)