



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

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

OPEN: 11/07/25
CLOSE: Until Filled

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: GENERAL ASSISTANCE CASEWORKER

RESPONSIBLE TO: TANF Program Manager

SALARY: Step Range: 15-25; Full Benefits
Salary Range: \$44,204 - \$59,406
Hourly Range: \$21.25 - \$28.26

CLASSIFICATION: Non-Management, Full-Time, Regular

LOCATION: Klamath Tribes Administration
501 Chiloquin Blvd.
Chiloquin, Oregon 97624

BACKGROUND: Comprehensive

POSITION OBJECTIVES

The General Assistance (GA) Caseworker is responsible for knowing the eligibility criteria of the Klamath Tribes GA Program to ensure new and existing clients are in compliance with the Policy standards. The GA Caseworker completes intakes, gathers documents, interviews clients to garner relevant information, completes self-sufficiency plans with each GA client, send correspondence to clients and Tribal staff, accepts new applications, and processes application renewals. The GA Caseworker must be knowledgeable of Tribal and non-Tribal resources available to clients to provide assistance with navigating assistance and facilitating referrals to outside programs and agencies.

The purpose of the GA Program is to provide temporary short-term assistance to individuals with disabilities who are unable to work and actively applying for Social Security benefits. The GA Program helps Tribal members who are unable to meet their basic needs due to medical issues.

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

MAJOR DUTIES AND RESPONSIBILITIES

1. Learn and apply the General Assistance (GA) Policy and Procedures; Federal 25 CFR Subpart C, 20.300-20.319; and the purpose of the GA Program. Provide accurate program information to potential applicants, Tribal Departments, State of Oregon GA Program staff; non-Tribal agencies, and community partners.
2. Screen new applications and existing client's redetermination for GA assistance. Schedule and conduct intakes, gather necessary documents, and interview clients to garner relevant information. GA Caseworker ensures each client approved or denied for GA assistance follows the Klamath Tribes GA Program Policies and Procedures.
3. Send letters of notification and provide required forms to applicants and existing clients which clearly state their application status, approval, denial, renewal, and/or documents required.
4. Use established program procedures for processing general assistance payments to qualified participants in an accurate manner to meet reoccurring monthly deadline and prorated assistance for applicant's approved within the same month.
5. Ensure each GA client has an active Individual Self-Sufficiency Plan (ISP). ISP is developed through collaborative work session with GA client and GA Caseworker. The ISP shall include goals, objectives, timelines, client's skills, client's challenges, resources available, renewal date of ISP, and how to measure success or achievement.
6. Ensure the ISP is an accountability tool ensuring GA clients are striving for self-sufficiency; overcoming socioeconomic challenges; obtaining medical/clinical diagnosis or treatment; overcoming substance addictions; transitioning to Social Security benefits; reentering the workforce; meeting basic needs; and accessing available assistance programs.
7. Knowledgeable of assistance and resources available through other Tribal Departments and non-Tribal agencies within Klamath County, Oregon.
8. Assist clients with navigating available programs; facilitate referrals; leverage resources; establish points of contact; establish working relationships with agencies frequently referred to; to ensure client's basic needs are met and aid with client's ability to achieve self-sufficiency plan.
9. Maintain contact with client at each significant step in their case to continually assess their progress in the case plan, make modifications where necessary, and provide

encouragement and support.

10. Develop and deliver workshops and orientations that provide guidance on issues related to community resources, social security benefits, and coping with various medical conditions.
11. Prepare accurate and detailed program reports on a monthly, quarterly, and annual basis. Reports shall include quantitative and qualitative data. Maintain accurate records for audit.
12. Prepare and maintain accurate Standard Operating Procedures pertinent to the GA Caseworker position or as assigned by supervisor.
13. Provide services at alternative locations, as assigned.
14. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

This position is under the direct supervision of the TANF Program Manager. The position is expected to work independently in ensuring policies and procedures of the program are carried out; exercising good judgment in working with clients and meeting deadlines as assigned. Records will be frequently checked to ensure program compliance.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge or ability to learn the Klamath Tribes GA Program and Code of Federal Regulation and follow all guidelines of the GA program.

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

Knowledge of social services agencies, Social Security Administration, Aging and People with Disability agencies, victim services programs, low-income programs, and their respective roles.

Ability to accurately keep and maintain complete records in accordance with the GA policies and procedures.

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

Knowledge of the English grammar, rules of composition, and third person narratives.

Skill in providing direct case management, including interviews, formulating action plans, on-going support and correspondence, and coordination of service delivery with other agencies. Ability to communicate tactfully and respectfully with clients for the purpose of identifying strengths, challenges, goals, and objectives.

Knowledge of barriers for persons living in culturally, socially and economically disadvantaged communities with emphasis in working with the cultural, economic and social aspects of Native American service populations.

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

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

Ability to recognize dysfunctional behavior and drug/alcohol dependency in clients.

Ability and skill to perform work and accomplish tasks in accordance with established policies, procedures and practices of the department and the Tribes.

Knowledge of computer and data base systems.

Ability to operate vehicles safely under all types of weather conditions and traffic situations.

Ability to maintain strict client and department confidentiality.

QUALIFICATIONS, EXPERIENCE, EDUCATION

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

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application*).
- **REQUIRED** to have a minimum of one year of case management experience.
- **REQUIRED** to maintain professional boundaries with current and previous clients.
- **REQUIRED** to communicate and model respect for and towards all clients, Tribal members, Tribal officials, supervisors and co-workers.

- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **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 adhere to The Klamath Tribes Alcohol and Drug Free Workplace 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 responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- An associate's degree in sociology, social services, human services, or related-field or an equivalent combination of education and experience which satisfactorily demonstrates the knowledge, skill, and ability to perform the job duties may be considered in lieu of degree. *(Must submit a copy of diploma and/or transcripts for educational consideration.)*
- Previous work experience upholding eligibility standards; creating self-sufficiency plans; maintaining case files; and processing monthly benefits.
- Demonstrated experience to engage with individuals tactfully and respectfully to assist clients to access available assistance programs to meet basic needs.
- Demonstrated experience with facilitating referrals to other programs; leveraging resources; understanding eligibility criteria and application process of various programs.

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)