



## JOB DESCRIPTION

### Case Manager- Kitsap County Site Workforce Development Program

**Department:** Program Services  
**Reports to:** 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 TANF Policies and Procedure Manual. The Case Manager reports directly to the County Services Coordinator.

#### **Responsibilities:**

- 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 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 TANF Policy and Procedure Manual.
- Provide quality customer service including conflict resolution.
- Assist clients in completing all required SPIPA TANF documentation or documentation related to the removal of barriers.
- Attend weekly case management meetings and monthly site staff meetings.
- Other duties as assigned.

#### **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 experience in case management and providing employment services to clients, **or**

## South Puget Intertribal Planning Agency

3104 SE Old Olympic Hwy Shelton, WA 98584 360.426.3990 spipa.org

- 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 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 \$22.30 to \$24.71 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](mailto:dgarcia@spipa.org)

**SPIPA application is available under the AGENCY/JOB OPPORTUNITIES menu online at [spipa.org](http://spipa.org) or by calling 360.490.3990**

**Screening of applications to begin January 14,2019. Open until filled.**