



## JOB DESCRIPTION

### Case Manager

**Department:** Workforce Development Program  
**Reports To:** Workforce Development Program Manager  
**FLSA Classification:** Non-Exempt  
**Wage Range:** 7/8 (\$26.61 – \$29.48) per hour DOQ

#### Summary

The Case Manager coordinates Workforce Development Services for South Puget Intertribal Planning Agency and the Shoalwater Bay Tribe. This position is responsible for supporting, coaching, mentoring, and advising clients in their pathways toward economic self-sufficiency.

The position is based at the Intertribal Professional Center, Shelton, WA but will require regular travel to Shoalwater Bay Tribe, Tokeland, WA.

#### What a typical day looks like:

- Assist clients in completing necessary forms for assistance and all required Workforce Development documentation or other documentation related to the removal of barriers.
- Conduct intakes and assist in obtaining needed documentation; determine eligibility and/or appropriateness for program and services.
- Assess the needs of clients and provide information concerning the services, procedures, and guidelines of the SPIPA Workforce Development Programs.
- Articulate program services and activities and identify, evaluate, and explore solutions to assist in removing barriers.
- Manage caseload, provide case management, facilitate appropriate support services.
- Develop individual service plans and guide clients to effectively use in employment and training programs and services.

#### Essential Duties and Responsibilities:

To perform the job successfully, an individual must be able to function at a high level and perform each essential duty independently and accurately. The duties listed are a representation of the various types of work that may be performed.

- Coordinate cash assistance, childcare and employment and training services.
- Provide support to Tribal Childcare Providers and Tribal and SPIPA Childcare Staff to ensure all required documentation is current and on file to process timely payments.
- Accurate and regular data entry in client case management database as well as keeping hard files up to date.
- Administer assessments to assist individuals in identifying a critical analysis of their goals, interests, skills, and experience.
- Create, coordinate, and support client Individual Service 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.
- Effectively communicate program and service eligibility, process intakes, and assess client needs to create an ISP to process support services tied to employment and training activities.
- Monitor and record clients' progress to ensure the goals and objectives are met to move clients toward economic self-sufficiency.
- Work closely with the Workforce Navigator and Career and Technical Education (CTE) 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 WFD Policy and Procedure Manual.
- 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.
- Develop and maintain relationships with community resources to provide wrap-around services and resources focused on employment and short/long term training opportunities.
- Work with institutions of higher education to develop referral systems for clients in need of support with financial aid, registration, testing, and other issues related to successful registration.
- Attend all case management, staff, and agency meetings/trainings.
- Transport clients as needed.

- Other duties as assigned to support the WFD Program and Consortium Tribes.

The Case Manager, 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.

### **Required Knowledge, Skills, and Abilities:**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform job duties at a high level.

- Leadership Skills – ability to influence, motivate, and elevate others to do more than they knew was possible as well as an ability to know when to lead and when to follow.
- Interpersonal Relations - ability to deliver exceptional customer service by exceeding the expectations of clients, stakeholders, and colleagues with every encounter.
- Consultation/Advising Skills – keen ability to effectively analyze, interpret, and coach clients from various industries on multi-faceted business concepts to a positive outcome that directs their path to success.
- Presentation/Facilitation Skills – ability to present, facilitate and lead small and large groups with varying level of expertise.
- Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines, and details under pressure, with accuracy, and to a high level of proficiency.
- Technical Capability –Strong proficiency in fundamental office and computer equipment and database/case management program.
- Teamwork Oriented – ability to effectively align within a collaborative effort to achieve common goals and outcomes.
- Adaptability – ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner.

### **Minimum Qualifications:**

- 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 and training services to clients, **or**
- Associate's Degree in Human Services Field plus 3 years' experience in case management and providing employment and training services to clients, **or**

- High school diploma plus 5 years' experience in case management and providing employment and training services to clients.
- One year experience working in a Native American community preferred.

**Additional Job Requirements Include:**

- Must have reliable transportation, be able to operate a motor vehicle, have a valid driver's license, and have the ability to travel.
- This job requires work-related travel, with occasional overnight stays to participate in business-related meetings. Occasional driving may be required.
- SPIPA is committed to providing a drug-free workplace for its employees and the communities it serves. This position requires successful completion of a pre-employment drug test.
- Pass a background investigation including confirmation of work experience.

**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 reports and data; occasionally lifting medium objects generally less than 25 pounds.

**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.

**Salary/Fringe Benefits:**

This position has a SPIPA range of 7/8 (starting at \$26.61 to \$29.48 per hour) with compensation depending on qualifications (based on 37.5 hours weekly). 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.

**To Apply:**

Complete a SPIPA Employment Application form (**Please see Resume not sufficient for application**) and send with cover letter describing how your qualifications make you a good fit for this position and resume including three work related references to:

SPIPA HR

South Puget Intertribal Planning Agency

3104 SE Old Olympic Hwy

Shelton, WA 98584

[archiesmith@spipa.org](mailto:archiesmith@spipa.org)

**SPIPA Employment application is available online at <http://www.spipa.org> under JOBS or by calling (360) 426-3990.**

**Application screening begins October 12, 2023.  
Open until filled**

Rev. 09/28/2023