



## JOB DESCRIPTION

### Case Manager Workforce Development Programs

**Department:** **Workforce Development Programs**  
**Reports to:** **Workforce Development Programs Manager**  
**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 Workforce Development Program Policies and Procedure Manual. The Case Manager position is located at the Workforce Development (WFD) Office in (1) Kitsap County and (1) in Pierce County, and may be called upon to serve out of the other county site based on program/business need. 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 WFD objectives.
- 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.
- 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 to support clients in obtaining and maintaining employment, participate in 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.
- Provide quality customer service including conflict resolution.
- Assist clients in completing all required SPIPA WFD documentation or documentation

related to the removal of barriers.

- Attend scheduled case management and staff meetings.
- Assist WFD and SPIPA staff to ensure that the program supports the needs of the Consortium Tribes, Tribal Communities and program clients.
- Other duties as assigned.

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.

**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 and training services to clients, **or**
- Associates 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.
- 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 WFD Policy and Procedure Manual.
- Must have good conflict resolution skills, ability to maintain confidentiality and demonstrate professional office etiquette and professional boundaries.
- Must be responsive, dependable, cooperative and patient.
- Must be adaptable, flexible, and open to process and program changes and engaged in program development.
- The applicant must be able to clearly communicate 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.

**Physical Abilities/Essential Functions:**

Bending at the waist; Sitting for extended periods of time; Dexterity of hands and fingers to operate a computer keyboard; Hearing, speaking and comprehending information to exchange information; Seeing to read reports and data; Lifting medium objects generally less than 25 pounds; Ability to safely operate a motor vehicle; Occasional travel required to consortium Tribal locations and to selected conferences and trainings.

**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:

Mickiel "Archie" Smith MSW, SPHR  
Human Resources Manager  
South Puget Intertribal Planning Agency  
3104 SE Old Olympic Hwy.  
Shelton, WA 98584

Or email to: [archiesmith@spipa.org](mailto:archiesmith@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**