

**COOK INLET TRIBAL COUNCIL, INC.**  
**JOB DESCRIPTION**

Job Title: Career Case Manager  
Department: Employment & Training Services Department (ETSD)  
Reports to: Case Management Supervisor  
Supervises: N/A  
FLSA Status: Non-Exempt, Full-time Regular  
Wage: DOE

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**General Functions:**

Employment and Training Services Department, Case Management Component, provides case management services for Welfare to Work participants on the Tribal Temporary Assistance to Needy Families (TANF) Program. Case management services include Alaska Natives and American Indians living in the greater Anchorage service area that are on the Tribal TANF Program. Case Managers will provide advocacy, referrals, act as a broker between agencies, career/self-sufficiency plan development and crisis intervention.

The Career Case Manager will manage a caseload of welfare to work participants with the goal of successfully assisting participants to enter and remain in the workforce.

**Duties and Responsibilities**, including but not limited to:

- Manage an active participant caseload.
- Career Case Managers will work as part of a cohesive team who recognize and understand their role within the larger departmental team.
- Career Case Management Team will focus on their participants obtaining employment, maintaining employment and advancing in the workplace until independence from public assistance is reached.
- Provide participants orientation to Cook Inlet Tribal Council's (CITC) services.
- Provide participants with home visits and worksite visits.
- Provide one-on-one coaching and guidance in job search and life management; provides problem-solving support in resolving issues that could result in job loss.
- Utilizing a Family Self-Sufficiency Plan that the case manager and participant develops to set employment goals and identify necessary steps to achieve those goals.
- Identify participants' barriers to employment and assist them in finding solutions to barrier removal.
- Career Case Manager works at recognizing participants' strengths and skills, and applying those attributes to appropriate work activities.
- Refer participants to ETSD orientation.
- Authorize Supportive Services to eligible TANF participants according to program policy and procedure.
- Responsible for obtaining, tracking and documenting all pertinent information in each case file and/or electronically utilizing the Case Management Database.

- Utilize employment resources, especially Career Development Center, at CITC and within the community to provide work and training opportunities for participants.
- Update and report participant TANF activities & related 477 statistics monthly.
- Participate in scheduled community meetings as requested.
- Assist in the facilitation of group activities or workshops.
- Work as part of a team: the team includes co-workers, partner agencies and the participant.
- Career Case Managers will provide Post-TA case management for working clients whose cases have closed for income.
- Attend and actively participate in Department meeting and trainings.
- Bring policy issues to the Management Team as they arise.
- Act as on-call case manager when scheduled by team leaders.
- Fill in for absent case managers when necessary.
- Other related duties as assigned.

**Job Specifications:**

- Excellent verbal and written communication skills.
- Demonstrated ability to coordinate multiple activities.
- Strong organizational and time management skills.
- Demonstrated ability to handle crisis situations and make sound judgments.
- Excellent customer service skills
- Demonstrated ability to work in a team atmosphere.
- Knowledge of area Labor Market and current trends.
- Working knowledge of motivational interviewing techniques.
- Demonstrated ability to recognize transferable skills in participants and apply them to the current labor market.
- Demonstrated knowledge and understanding of the social, health, education and training and cultural needs of the Alaska Native and American Indian community.
- Maintain confidentiality.

**Qualifications:**

- Bachelors' degree in Human Service, Counseling, Social Work, or Vocational Education and/or a related field. Year for year experience in social services, workforce development or vocational counseling/education may be supplemented if included with a two year associates degree.
- Previous experience in case management preferred, with preference given to those with knowledge of the mental health/substance abuse, social work and workforce development fields.
- Knowledge of Alaska Native and American Indian culture and/or community resources.
- Continued employment is contingent upon a report from a state and federal background check.
- Valid Alaska drivers license and insurable under CITC's automotive insurance.

**Hiring Preference:**

Preference shall be given to eligible and qualified Alaska Native/American Indian applicants pursuant to P.L. 93-638 Indian Self-Determination Act.

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Employee Signature

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Date

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Supervisor Signature

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Date