



**Tucson Indian Center**  
Human Resources Department  
160 N. Stone Ave \* Tucson, Arizona \* 85701  
PH: 520.884-7131      FAX: 520.884-0240

## **Job Description**

**Job Title:** Case Manager/Community Outreach Specialist

**Salary:** Grade 24 – Non-exempt **DOE**

**Status:** Probationary/Permanent, Full-Time

**Hrs. /WK:** Forty (40)

**Department:** Social Service

**Job Location:** Tucson, Arizona

### **Nature of Work:**

The incumbent is responsible for completing Case Manager functions, job training, outreach, referrals, intake, individual employment plan (IEP), assessment, and eligibility for the Workforce Innovation & Opportunity Act (WIOA), Native American Employment Policy (NAEP) and Federal Emergency Management Agency Grant Programs at the center. The incumbent is responsible for community outreach, client and employer recruitment, quality job referrals, development and completion of training and credentialing-education 1:1 client service support. The incumbent is responsible for work experience, on the job training (OJT), eligible client screening for the emergency financial rental/mortgage, utility assistance, and complete all internal and external required reports and quarterly reports to all stakeholder goals.

### **Essential Functions:**

1. Develops partnerships with other public and/or private organizations/employers that will result in work experience completions or unsubsidized employment for program participants.
2. Recruits program participants and employers for client employment, education, and or work experience for the WIOA, NAEP, WEX, OJT, and FEMA programs
3. Conducts external outreach and job development for the recruiting programs, including phone-calls to employers, off-site employer visits, and other outreach initiatives as needed
4. Conducts educational and/or employability assessments with program participants to gauge educational/training aptitude, interest, qualifications, and occupational demand/trends.
5. Contact local employers, including Pima County, to encourage the placement of clients into unsubsidized employment and/or work experience. Develops and maintains effective linkages with local employers.
6. Track all documents and reports on all WIOA, NAEP, WEX, OJT, and FEMA program deliverables.

7. Assesses clients for eligibility and qualification for County-sponsored training programs, referrals, advocates directly for placement, and conducts thorough follow-up on all client applications.
8. Recruit Native American Indians to Pima County workforce for secured employment
9. Maintain program and client files in a logical, timely, and efficient manner
10. Provide a weekly update report during client Enrollment meetings
11. Recruit, organize, and host community forums to increase Native American political knowledge with local tribes, City, County, and State government.
12. Performs other duties as assigned.

### **Required Knowledge, Skill, and Ability:**

- Ability to work with confidential and sensitive documents, the information in a professional manner
- Ability to maintain high standards of client confidentiality
- Skill in case of management and in establishing and maintaining controls over case plans, schedules, timetable, priorities, and agendas
- knowledge of the problems and needs of urban American Indians
- Skilled oral and written communicator, with the ability to follow oral and written instructions and ability to communicate effectively, both orally and in writing
- knowledge of community resources and the ability to establish and maintain effective working relationships
- Experience in interpersonal relations as applied to interaction with contracting agencies, client, community members and groups, and organization
- Ability to work cooperatively and harmoniously in a fast-paced, high pressure, high work volume position, and ability to maintain personal objectivity
- Ability to present information clearly in a variety of verbal and written forms, including but not limited to meetings, reports, letters, and intake narratives
- Skilled in Credentialing-Education, and Tuition, On the Job Training (OJT)
- Skilled in educational advocacy and support.
- Knowledge of the Federal Emergency Management Agency (FEMA).
- Experience in interpersonal relations as applied to interaction with contacting agencies, clients, community members, groups, and organization personnel
- Knowledge with the Internet, email, and computer software (word processing, graphic, excel spreadsheet) to communicate effectively and document activities

### **Preferred Experience and Training:**

- Bachelor's Degree in Social Work, education, business or related field Or a combination of eight (8) years of work experience in Customer Service/Public Relations in a Human Services environment with knowledge of case management standards or a combination of academic education, professional training, and work experience which demonstrates the ability to perform the duties and responsibilities
- Proficient in Microsoft Word, Excel, and database manipulation

### **Additional Requirement:**

- Must pass Arizona DPS Fingerprint Clearance (Class I & II)
- Must pass and submit to periodic/random drug testing/

**Working Conditions:**

- Ability to sit for long periods in an office environment with low to moderate noise.
- Ability to sit in front of the computer screen.

**Supervisory Status:**

- Non-supervisory
- Reports to Social Services Director

**Reviewed and Approved By:**

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**Employee**

*Rose Grijalva*

**Department Director**

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**Date**

9/29/2020

**Date**

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**Human Resources Representative**

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**Date**

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**Executive Director**

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**Date**

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472, and 473). The Tucson Indian Center is committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age, or Sexual Orientation. In other than the above, the Tucson Indian Center is an Equal Opportunity Employer.

Date: 09/17/2020