



# Tucson Indian Center

160 North Stone Avenue • Tucson, Arizona 85701  
Mailing Address: P.O. Box 2307 • Tucson, Arizona 85702  
Telephone: (520) 884-7131 • Fax: (520) 884-0240  
[www.ticenter.org](http://www.ticenter.org)

**Job Title:** Employment and Training Case Manager  
**Salary:** \$18.00 – \$24.00 per hour – Non-exempt DOE  
**Status:** Permanent, Full-Time  
**Hrs. /WK:** Forty (40) hours per week  
**Department:** Social Services  
**Job Location:** Tucson, Arizona

## **Nature of Work:**

Embraces and Embodies the Identity Document's Mission, Purpose and Vision Statements; Core Values; Guiding Principles and Strategic Goals. Tucson Indian Center (TIC) is seeking a highly motivated and skilled Employment and Training Case Manager to join our team. The Employment and Training Case Manager will deliver specialized case management services to eligible participants, with a strong focus on educational advancement, credentialing, and career development. This role is pivotal in guiding participants through all phases of their professional journey, from identifying educational needs and developing Individualized Education Plans (IEPs) to obtaining certifications and securing meaningful employment.

## **Essential Functions:**

### **1. Educational and Credentialing Support:**

- a. Develop and implement Individualized Education Plans (IEPs) tailored to participants' educational and career goals.
- b. Assist participants in identifying and pursuing relevant educational and training opportunities, including certifications, degrees, and other credentials.
- c. Provide guidance on course selection, application processes, and financial aid options.

### **2. Case Management:**

- a. Conduct thorough assessments to determine participants' educational needs and career aspirations.
- b. Create customized career development plans that integrate educational goals with workforce training and employment objectives.
- c. Monitor participants' progress through educational and training programs, offering support and adjusting plans to meet client needs.

### **3. Program Coordination:**

- a. Collaborate with educational institutions, training providers, and credentialing organizations to ensure participants have access to quality programs and resources.
- b. Organize and facilitate workshops and other events focused on education, credentialing and job applications.
- c. Ensure compliance with Department of Labor Section 166 WIOA Program guidelines and federal regulations.



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#### 4. **Outreach and Recruitment:**

- a. Promote and recruit participants for the Tucson Indian Center's WIOA Program. Including educational and credentialing opportunities to potential participants.
- b. Build and sustain relationships with educational institutions, training providers, trades schools, apprenticeship programs and community partners to enhance program offerings.
- c. Recruit and maintain relationships with Employers to participate in our Workforce Experience Program (WEX).

#### 5. **Support and Advocacy:**

- a. Offer motivational support and guidance to participants throughout their educational, training and workforce experiences.
- b. Advocate for participants' needs, addressing any barriers to obtaining and advancing in meaningful work.

#### 6. **Other duties:** Perform other job-related duties as assigned.

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

- Strong understanding of American Indian cultures and communities.
- Experience in workforce development program, community engagement, and workshop facilitation.
- Excellent communication and interpersonal skills to effectively engage with diverse stakeholders, facilitate community meetings, and build collaborative relationships.
- Demonstrated ability to work independently, prioritize tasks, and meet deadlines in a fast-paced environment.
- Proficiency in workforce Case Management, tracking tools and software. Experience using the **Grantee Performance Management System (GPMS)** is desired.

### **Required Experience and Training:**

1. Bachelor's degree in human services, Social Work, Education, Public Health, Social Sciences, or a related field. Proven experience in data management, analysis, and reporting within community-based projects or initiatives.  
OR
2. Associate's degree in human services, Social Work, Education, Public Health, Social Sciences, or a related field, and a minimum of 2 years of relevant experience in case management, workforce development, or related areas. Proven experience in data management, analysis, and reporting within community-based projects or initiatives.  
OR
3. High School Diploma or GED and a minimum of 4 years of relevant experience in case management, workforce development, or related fields. Proven experience in data management, analysis, and reporting within community-based projects or initiatives.



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

- **Cultural Competance:** A good understanding of American Indian cultures and communities. Ability to provide quality services while respecting and honoring cultural differences.
- **Educational and Credentialing Expertise:** In-depth knowledge of educational systems, certification programs, and credentialing processes, including understanding financial aid and support services.
- **Individualized Education Plan (IEP) Development:** Proficiency in creating and implementing Individualized Education Plans (IEPs) tailored to diverse educational and career needs.
- **Case Management and Workforce Development:** Strong case management skills with a thorough understanding of workforce development programs, labor market trends, and WIOA Program guidelines.
- **Effective Communication and Interpersonal Skills:** Excellent verbal and written communication skills, with the ability to build rapport, provide guidance, and offer motivational support to participants from diverse backgrounds.
- **Organizational and Problem-Solving Abilities:** Strong organizational skills for managing multiple cases and educational plans, coupled with effective problem-solving abilities to address barriers and adapt strategies as needed.

## **Additional Requirements:**

- Must possess a valid Arizona State Driver's License.
- Must pass Driver Insurance Carrier's requirements.
- Must obtain a HIPAA certification within 2 weeks of hire.
- Must obtain First Aid, CPR, and AED certifications within 3 months of hire.
- Must obtain an Arizona DPS Class I Fingerprint Clearance upon employment.
- Must pass and submit to periodic/random drug testing.

## **Working Conditions:**

- Exposure to unpredictable environmental conditions. These conditions range from working in a climate-controlled office/clinic setting to working in a patient's home, outside, in extreme temperatures, or in spaces with poor ventilation.
- While performing the duties of this job, the employee is regularly required to stand, walk, and drive in the Tucson Urban area.
- The employee is occasionally required to sit; balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 30 pounds.

## **Supervisory Status:**

- Non-Supervisory; Reports to Social Services Director



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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.

*Additional consideration is also given to Internal candidates and honorably discharged and protected veterans.*