

**BRISTOL BAY NATIVE ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: Case Worker II-III / LIHEAP

OBJECTIVE: Provide direct client services to individuals who are eligible for service under the Low Income Home Energy Assistance Program, including outreach, eligibility determination, ongoing case work.

QUALIFICATIONS: Job qualifications are stated below as Essential Job Results.

License / Certification: Current valid Alaska Driver's License and liability insurance. Background clearance check including fingerprints. Candidates must meet the eligibility criteria of the Alaska Barrier Crimes regulations as a prerequisite to hiring. Associate Degree in Human Services *or* High School / GED + two additional years of experience described below. Desired experience would be two years case management or eligibility determination in public assistance or any other related field which involved continuous counseling, explaining complex policies, procedures, services, client responsibilities, and teaching of budgeting, interview, work-readiness skills or two years experience applying statutes, regulations, program requirements or similar criteria or guidelines. Familiarity with Bristol Bay area, people, and cultures. **Computer skills.** Keyboard, MS programs, e-mail/internet. Ability to learn data entry program for LIHEAP eligibility and case management.

ESSENTIAL JOB RESULTS

Achieve Program Goals

by

- Understanding and becoming proficient with the LIHEAP regulations.
- Applying regulations in daily program activities by entering case management data into the Workforce Development dept. software system and maintaining both electronic & hardcopy files of proper documentation of client services.
- Cross training with other Tribal TANF team positions.

Provide direct case management services

by

- Conducting initial interviews & updating information as changes occur for eligibility requirements.
- Communicating regularly with clients across the BB region including traveling to do in person contacts, village and occasional home visits, by telephone, email, and mail.
- Determining eligibility to include gathering required verification pertaining to income, resources, expenses, etc
- Monitoring progress, determining need for other services, and problem solving.
- Helping clients get access to resources.

Build community and provider partnerships

by

- Performing outreach activities to increase knowledge of and access to LIHEAP resources.
- Acting as a resource for information about LIHEAP.

Keeps Management Informed

by

- Ensuring that client files have all the necessary documentation and are in the proper order so accurate information can be retrieved quickly and reliably.
- Participating in scheduled Workforce Development team meetings.
- Producing a monthly activity report.
- Preparing LIHEAP reports by deadline dates.

Monitors and improves program and service quality.

by

- Understanding the WFD Mission, Goals and Objectives and participating in measuring whether outcomes are being met.
- Participating on project planning teams and sharing ways to improve overall effectiveness of program.

Protect program integrity and client privacy

by

- Ensuring privileged information is shared in a manner that improves service delivery, while respecting a family’s right to privacy.
- Abiding by BBNA’s policies in regard to confidential information and keeping any confidential information gained through employment at BBNA absolutely confidential during and after this employment.

Travel in and out of region as necessary

by

- Scheduling well planned trips to provide services, participate in training, workshops and to exchange current information significant to regional, Tribal, State and Federal entities.

Contribute to the overall team effort

by

- Welcoming new and different work requirements; exploring new opportunities to add value to the organization; helping others accomplish related job results as and where needed.

WAGES: \$37,324/ yr (\$19.14/hr) to \$53,321/yr (\$27.34/hr)

REPORTS TO: Cash Assistance Division Manager

DUTY STATION: Dillingham

Employee acknowledgment / date

Supervisor / date

Human Resources Director / date

President & Chief Executive Officer / date