BRISTOL BAY NATIVE ASSOCIATION
POSITION DESCRIPTION

POSITION TITLE: 477 Caseworker, Eligibility

OBJECTIVE: Focusing on eligibility, provides eligibility determinations for all Bristol Bay residents applications under the Workforce Development (WFD) program, including helping clients get access to all services allowable under Federal and State regulations which support finding employment and becoming self-sufficient.

QUALIFICATIONS: (**Required at all levels)**
License / Certification: Current valid Alaska Driver's License and liability insurance. May not be required if located in village where vehicle transportation isn't common. **Clearance**: Background clearance check including fingerprints. **Computer skills**. Keyboard, MS programs, e-mail/internet. Ability to learn data entry program for case management.

Demonstrated ability to achieve the Essential Job Results as described in attachments for levels I-IV.

CASEWORKER I	CASEWORKER II	CASEWORKER III	CASEWORKER IV
High School Graduate; Entry-level work; Little or no casework experience. Requires full supervision. Ability to carry a full load of cases or nearly; 1-15	AA Degree or 2 years progressive experience with casework. Assigned a small number of cases, supervised closely while training on the job. Ability to carry a full load of cases or nearly; 15-30	AA or specialized certificate or training and at least a year of casework experience or achieved 3 years of progressive casework experience. Ability to carry a full load of cases or nearly; 30-60	BA or 4 years progressive experience in the field and leadership experience. May be assigned mentoring of local and telecommute eligibility caseworkers, while maintaining a full case load of sixty (60) cases that consists of complex cases
Complete achievement of certain of the above specifications may not be required if, in the opinion of BBNA a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education, or estimate of future potential.			

COMMON JOB RESULTS FOR EACH LEVEL.

Achieve program goals and objectives
by

1. Becoming familiar with the basic operational guidelines for each of the above divisions.
2. Working with the team to ensure that client's can access services easily
3. Communicating with diplomacy, tact, and respect to clients and colleagues.
4. Using de-escalation techniques to assist clients who may be frustrated, angry, or fearful. Following safety protocols if a situation appears to be escalating.
5. Working to become familiar with Bristol Bay area, people, and cultures with an understanding of the social and cultural needs of the Native community.

Protect program integrity and client privacy
by

1. Agreeing to BBNA's policy on confidentiality, keeping confidential information gained through

employment secure, during and after this employment.
2. Delivering services in a manner that is respectful of culture, ethical, and professional.

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

Keep Management Informed
by

1. Recordkeeping in order to document services for funding agencies and for efficient service delivery. Eligibility staff will help ensure client files have all the necessary documentation and are in the proper order so accurate information can be retrieved quickly and reliably.
2. Participating in scheduled Workforce Department team meetings.
3. Participating in development of program goals and objectives for the department.
4. Producing a monthly activity report

Travel in and out of region
by

1. Traveling for mandatory face-to-face meetings or trainings as required to provide services, participate in training or workshops and to exchange current information significant to regional, Tribal, State and Federal entities.
2. Abiding by BBNA's Travel Policies; fully participating in a manner of professional conduct while in travel status.
3. Ensuring that any travel is well-planned and scheduled according to BBNA policy.

Monitors and improves program and service quality
By

- Understanding department and program goals and objectives. Participate in measuring whether those goals and objectives are being met.

APPOINTED LEVEL: ATTACHED JOB RESULTS FOR 477 Caseworker, Eligibility; _____

WAGE RANGE:

	CASEWORKER I		**CASEWORKER II**		**CASEWORKER III**		**CASEWORKER IV**	
	Low	High	Low	High	Low	High	Low	High
Annual	$30,926	$36,258	$37,324	$43,723	$42,656	$53,321	$51,188	$60,785
Hourly	$19.45	$24.60	$24.60	$29.76	$29.76	$34.91	$34.91	$40.04

REPORTS TO: Data Entry Services Division Manger
DUTY STATION: _____

SEE ATTACHED
ADDITIONAL JOB RESULTS & ACKNOWLEDGEMENT /SIGNATURES FOR APPOINTED LEVEL

ATTACHMENT 1.
477 CASEWORKER, Eligibility Level I

Focusing on eligibility, collaborate directly with clients and program staff to process workforce applications to determine eligibility. Introduction to casework by performing a minimal load of casework with close supervision. Caseload may be increased with experience as skills develop.

Achieves Level I Program Goals and Objectives
By

1. Accomplish training/understanding of PL102-477 Workforce Development rules, regulations, and procedures.
2. Identifying, contacting, and assisting Workforce clients with eligibility.
3. Helping participants' complete paperwork and to gather necessary documentation.
4. Assisting all participants to maintain eligibility through notices and contacting clients.
5. Collaborating directly with participants to assist in understanding their roles and responsibilities in the program.
6. Managing a case load of 1-15 clients
7. Working to meet timelines
8. Working to become familiar with the WFD database

EMPLOYEE ACKNOWLEDGEMENT AND SIGNATURES

EMPLOYEE PRINTED NAME	**SIGNATURE /DATE**
SUPERVISOR SIGNATURE	**DATE**
HUMAN RESOURCES SIGNATURE	**DATE**

ATTACHMENT 2.
477 CASEWORKER, Eligibility Level II

Focusing on eligibility, collaborate directly with clients and program staff to process workforce applications to determine eligibility. Performs casework duties with limited supervision. Caseload may be increased with experience as skills develop.

Achieves Level II Program Goals and Objectives
By

1. Understanding and becoming proficient with the Federal Tribal TANF program regulations, the BBNA Tribal TANF Plan, & the BBNA Tribal TANF Policies and Procedures manual.
2. Applying federal and/or state regulations in daily program activities by entering case management data into the Workforce Development software system and maintaining both electronic & hardcopy files of proper documentation of client services.
3. Cross training with other Workforce team positions.
4. Understanding the connections within the PL 102.477 programs and how clients gain self-sufficiency through program benefits.
5. Using professional interview and investigative techniques to assess situations in a respectful and culturally appropriate manner.
6. Ensuring all applications are complete within a 30-day timeframe.
7. Reviewing and approving TANF eligibility determinations and ensuring all documentation exists in case file.
8. Managing a case load of 15-30 clients.
9. Being familiar with the WFD database.

EMPLOYEE ACKNOWLEDGEMENT AND SIGNATURES

EMPLOYEE PRINTED NAME **SIGNATURE /DATE**

SUPERVISOR SIGNATURE **DATE**

HUMAN RESOURCES SIGNATURE **DATE**

ATTACHMENT 3.
477 CASEWORKER, Eligibility Level III

Focusing on eligibility, collaborate directly with clients and program staff to process workforce applications to determine eligibility. Performs casework duties with limited to no supervision while operating a full case load.

Achieves Level III Program Goals and Objectives
by

1. Utilizing knowledge of Tribal TANF and P.L. 102-477 programs and sub program's regulations, policies, and procedures.
2. Reviewing and approving TANF eligibility determinations and ensuring all documentation exists in case file.
3. Ensuring all applications are complete within a 30-day timeframe.
4. Performing home visits to strengthen and document decisions made by staff or correct errors by gathering additional information about surrounding circumstances and evaluating situations against regulatory requirements.
5. Processing recoupments.
6. Using professional interview and investigative techniques to assess situations in a respectful and culturally appropriate manner.
7. Mediating disputes and responding to applicant/recipient complaints.
8. Knowing available community resources and services and possible applications to an individual's situation.
9. Analyzing and classifying types of employment, income resources, expenses and other variables surrounding a household composition.
10. Understanding grievance and appeals procedures and providing all information and background related to a participant's case.
11. Managing a full case load of 30-60 clients
12. Being fully proficient with the WFD database

Keeps Management Informed
by

1. In addition to the responsibilities for keeping management informed on the first page, the Caseworker III informs management and the 477 team of knowledge learned from outside agencies.
2. Working to gain knowledge of reporting to outside agencies.
3. Participating in train-the trainer opportunities

EMPLOYEE ACKNOWLEDGEMENT AND SIGNATURES

EMPLOYEE PRINTED NAME **SIGNATURE /DATE**

SUPERVISOR SIGNATURE **DATE**

HUMAN RESOURCES SIGNATURE **DATE**

ATTACHMENT 4.
477 CASEWORKER, Eligibility LEVEL IV

Provide leadership to 477 casework, eligibility staff while continuing to provide direct client services to individuals who are eligible for services with a focus on ensuring the timely processing of applications, eligibility determinations, assisting staff in resolving client concerns, assist in new hire training, and complete monthly, quarterly, and annual reporting, as needed.

Achieves Level IV Program Goals and Objectives
by

1. Utilizing knowledge of Tribal TANF and P.L. 102-477 programs and sub program's regulations, policies, and procedures.
2. Reviewing and approving TANF eligibility determinations and ensuring all documentation exists in case file.
3. Ensuring all applications are complete within a 30-day timeframe.
4. Ensuring Family Self Sufficiency Plans for TANF participants are developed within a timely manner.
5. Reviewing case files assigned to Case Workers and identifying any errors.
6. Performing home visits to strengthen and document decisions made by staff or correct errors by gathering additional information about surrounding circumstances and evaluating situations against regulatory requirements.
7. Processing recoupments.
8. Acting as a fraud investigator when needed including home visits in cases of suspected fraud.
9. Helping staff to interpret and clarifying policy and program changes.
10. Using professional interview and investigative techniques to assess situations in a respectful and culturally appropriate manner.
11. Mediating disputes and responding to applicant/recipient complaints.
12. Knowing available community resources and services and possible applications to an individual's situation.
13. Analyzing and classifying types of employment, income resources, expenses and other variables surrounding a household composition.
14. Understanding grievance and appeals procedures and providing all information and background related to a participant's case.
15. Ensuring the participant application process is easily accessible with coordination at all levels.
16. Manages a full case load of 30-60 clients that consists of complex cases
17. Utilizing extensive knowledge of the WFD database

Keeps Management Informed
by

1. Accessing the WFD data base system on a monthly basis to review work activity participation and correct any errors prior to submission to TANF Program Manager.
2. Ensuring the TANF Program Division Manager and Dept. Director are informed of major changes or problems which may impact service delivery.
3. Assisting with required reports monthly, quarterly, and annual reporting to BBNA and outside agencies
4. Providing periodic written documents and program reports for assisting in grant administration when directed to do so
5. Maintaining a records retrieval system for data tracking and documenting activity.

Accomplishes staff results

by

1. Participating in staff planning and staff selection process
2. Motivating staff towards excellence.
3. Ensuring systems are in place for training / developing staff to assure services are delivered in an efficient and professional manner.
4. Completing Personnel documents (timesheets, hire packets, etc.) accurately and correctly routing in a timely manner when directed to do so

EMPLOYEE ACKNOWLEDGEMENT AND SIGNATURES

EMPLOYEE PRINTED NAME	**SIGNATURE /DATE**
SUPERVISOR SIGNATURE	**DATE**
HUMAN RESOURCES SIGNATURE	**DATE**