



NAVAJO COUNTY

JOB DESCRIPTION

TITLE: WIA Case Manager

FLSA: N

SERVICE: Classified

REVISED: 7/22/05

Summary: Under general supervision, performs work of moderate difficulty in determining employment services needs and assisting adult and youth clients in becoming employed and economically self-sufficient; performs related work as assigned.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Carries a caseload of individual clients and client groups who require testing, evaluation and guidance in obtaining employment for One-Stop program clients
- Interviews clients and assesses the needs for employment and social services; identifies eligibility and needs in areas such as mental health, physical disabilities, finances, domestic violence, substance abuse, and personal and family dysfunction; refers clients for services based on assessment and availability of services.
- Develops and monitors an individual employment case plan with each client; teaches job search techniques and employment skills, and promotes independent behavior; advises clients to help resolve problems and realize goals; monitors and follows-up to reassess client status as required.
- Identifies community resources for providing necessary skills and services necessary to obtain employment (i.e. child care, transportation, clothing, etc.)
- Educates clients on workplace behavior and other employment skills, and the availability of community resources to meet their needs. Assists clients in accessing community services
- Develops and delivers classes on job searching strategies and skills, pre-employment preparation and work maturity skills.
- Counsels and coaches clients, appraises job search activities, and assists in the identification and removal of barriers to self-sufficiency and employment; may recommend or perform skill testing.
- Provides case management services for clients, families and significant others; acts as an advocate for individual clients with social services agencies; interprets employment and social service rules, regulations and policies within the scope of responsibility.
- Communicates with employers and training sites to provide opportunities for clients.
- Maintains thorough case documentation for each client; updates and maintains records; gathers, compiles and synthesizes data for reporting purposes; develops summary records and prepares reports.

Knowledge and Skills:

- Knowledge of laws, rules and regulations governing eligibility and determination for diverse public assistance programs and related case administration techniques.
- Knowledge of interviewing, information gathering, and employment counseling techniques.
- Knowledge of local employment and social services resources.
- Skill in assessing and evaluating employment problems, providing advocacy services, and making recommendations based on observations and interviews.
- Skill in effectively communicating verbally and in writing.
- Skill in establishing and maintaining effective working relationships with employees, other agencies and the public.

Minimum Qualifications:

High School diploma or GED; AND three years experience in social work or workforce case management; OR equivalent combination of education, training and experience; AND ability to successfully pass fingerprint and drug testing; AND valid driver's license.

An Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities

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