Native American Indian Association
Employment and Training Program

JOB DESCRIPTION

JOB TITLE: CASE MANAGER 2
REPORTS TO: PROGRAM DIRECTOR
SALARY RANGE: $36,000
LOCATION: SMYRNA, TN
TRAVEL: OCCASIONAL (TN STATEWIDE)
WORK HOURS: FULL TIME; 40 HOURS/WEEK M-F 9:00 AM – 5:00 PM
DATE OPEN:
CLOSING DATE:
CONTACT: Shakela Clinton (615) 984-4166 OR EMAIL WIA.COMCASTBIZ.NET

DUTIES AND RESPONSIBILITIES

Working under the direct supervision of the NAIA WIA Program Director, the Case Manager works directly with program participants from intake through program termination. The Case Manager is responsible for recruiting, reviewing applications and determining eligibility for all potential program participants, conducting participant interviews, and developing Individual Employment Plans. The Case Manager maintains complete confidential files on program participants. The Case Manager must be knowledgeable of and follow the rules and regulations of the Department of Labor Workforce Investment Act Section 166.

The Case Manager will help build and maintain a database of local employers and job opportunities. They will actively network with employers, training institutions, state career centers, and other social service providers in the interest of serving the participant's needs and helping them overcome any barriers to their employment. They will provide skills assessment and employment counseling as needed. They will be responsible for maintaining electronic files on the participants using the government provided software program known as *GPMS* and maintaining physical files on all participants. The Case Manager will submit written reports to the Program Director on a monthly basis including narrative and statistical data on program participants and their progress. They will also perform a variety of administrative and clerical tasks as needed. They will draft letters and other documents needed to correspond with participants, employers, etc. They will answer all incoming calls and greet all visitors to the office. They will be required to make their own personal travel arrangements and meeting schedules. They may be required to perform other duties as assigned by the Program Director.

QUALIFICATIONS

Candidates for this position will work closely with the public and must be willing to seek out the Native American Indian population in the state of Tennessee to conduct program outreach and recruit program participants. They must have a valid TN driver's license and reliable transportation. They must be willing to travel frequently throughout the state of Tennessee and two to three times per year for training/conferences.

Good computer skills are essential. Candidates must be familiar with Microsoft office programs, including Google, Word and Excel. They must be familiar with word processing, spreadsheets and databases. They must be familiar with modern office equipment (phone, fax machine/copier) and have good typing skills.

The Case Manager Position requires an Associate degree or equivalent work experience in the area of Social Services or a related field.

NAIA – Employment and Training Program
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