



## Tolowa Dee-ni' Nation Position Description

**Title:** Program Technician

**Department:** Community and Family Services

**Class:** Clerical

**FLSA:** Non-Exempt

**Status:** Full Time

**Pay Grade:** 5-6 (\$14.31 - \$22.86)

**Supervisor:** TANF Program Coordinator

**Subordinates:** None

**Effective Date:** January 2011

**Grant Funded:** Yes

### **Position Summary:**

Under general supervision, the Program Technician for the Temporary Assistance to Needy Families (TANF) program will perform case management and eligibility tasks, support the TANF program, participate in community outreach activities, and contribute to the goals of the Community & Family Services Department.

### **Essential Duties and Responsibilities:**

- Provide assistance to Tribal citizens ("clients") who apply for assistance:
  - Determine client or family eligibility for applicable programs.
  - Explain regulations and other program rules to applicants/recipients.
  - Complete assessment(s) of client needs.
  - Develop case plans with client with the objective of reaching self-sufficiency and support the four purposes of TANF.
  - Issue payment requests, as appropriate.
  - Maintain contact with client(s).
  - Document assistance in software systems, spreadsheets and/or databases as required.
- Assist with community events, outreach, and other activities.
- Maintain documentation of activities in accordance with funding agency requirements.
- Prepare periodic reports for the Department and funding agencies, as requested.
- Present Tribal and other programs to various agencies and the general public.
- Participate in required meetings and trainings and work cooperatively with all TDN departments.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

### **Minimum Qualifications:**

- Must be able to perform all essential duties and responsibilities.
- High School diploma or GED, or
- AA degree in related field, or an equivalent combination of education and experience, or

- Two (2) years practical experience in determining eligibility and case management for services such as TANF, CalWorks, Housing Assistance subsidies, child care subsidies, etc.
- A combination of education and experience equal to two (2) years can be considered as meeting the requirement.
- Possess strong organizational skills and the ability to set realistic goals, initiate and follow through on complex tasks, manage time, meet multiple deadlines and work effectively under moderately stressful conditions.
- Computer literacy in a Microsoft office is required.
- Knowledge of current issues in the field of social welfare; social services programs including ICWC, child welfare, TANF, family violence, sexual assault and other welfare programs on the Federal, State, and local level.
- Understanding of Tribal Governance, Tribal programs, federal regulations and state policies, preferred.
- Must pass a criminal background investigation.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

**Supervisory Responsibilities:**

N/A

**Preferred Knowledge:**

Comprehensive knowledge of the history, culture and organization history of the Tolowa Dee-ni' Nation and the Tolowa people is preferred.

**Language Skills:**

Ability to read, analyze, and interpret technical manuals, and government regulations. Ability to write reports, business correspondence, and procedure manuals, ability to effectively present information and respond to questions, while facilitating group meetings.

**Mathematical Skills:**

Ability to work with mathematical concepts, such as probability and statistical inference, ability to apply concepts such as fractions, percentages, ratios, and proportions.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certificates, Licenses, Registrations:**

- Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.
- Section 408 of the Indian Child Protection and Family Violence Prevention Act of 1990 (Public Law 101-630) requires an investigation of the character of each

individual who is employed, or is being considered for employment, in a position with duties and responsibilities that involve regular contact with or control over Indian children. A criminal history investigation, including fingerprint clearance, will be performed and the applicant must meet the minimum standards of the Act.

**Physical Demands:**

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/move 25 pounds.

**Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color). This may or may not be necessary.

**Work Environment:**

Work is typically performed in an office environment, with frequent interactions at client's residence, schools, and other institutions both public and private. Work also involves a high level of interaction with Tribal members, their families and outside professionals; often under stressful conditions.

**Additional Employment Conditions:**

All Tolowa Dee-ni' Nation employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Tolowa Dee-ni' Nation drug free workplace policy and will be subject to pre-employment, for-cause, and post-accident drug and alcohol testing.

In compliance with TDN laws and policies, the applicant must be in good standing with TDN and its entities. Past employment will also be taken into consideration.

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_