

## JOB DESCRIPTION

JOB NUMBER – 045

**JOB TITLE:** Case Manager  
**JOB LOCATION:** Eureka  
**SUPERVISOR:** Chief Administrative Officer  
**SUPERVISES:** 2–15 staff and/or participants  
**FLSA Status:** Non-exempt  
**COMPENSATION:** \$18–24

**SUMMARY:** Located on the beautiful North Coast, The Northern California Indian Development Council, Inc. is a private Non-profit corporation that annually provides services to 14,000 to 15,000 clients statewide. NCIDC was established in 1976 to research, develop and administer social and economic development programs designed to meet the needs of Indian and Native American Communities; to provide support and technical assistance for the development of such programs, and the conservation and preservation of historic and archeological sites and resources.

**REQUIREMENTS:** Applicant should have an Associate of Arts (AA) Degree (or better) in Business Administration, Psychology, Sociology, or related field, and two (2) years of experience in case management in programs such as the Workforce Innovation and Opportunity Act (WIOA), Community Service Block Grant (CSBG), or similar client service programs . Must have appropriate knowledge of employment and training program rules and regulations, allowable activities, and field operations. Writing, verbal communication and computer skills are required. Ability act as an advocate for program participants with employers, social services agencies, and training schools. Skill in interviewing and knowledge of counseling techniques is necessary. Must have knowledge of and ability to relate and establish a working rapport with the local Indian communities and public agencies. This job may involve travel. Must have reliable transportation, a valid California drivers license, adequate insurance and a clean driving record that meets NCIDC insurance standards. Familiarity with, and commitment to, the mission and vision of NCIDC.

**RESPONSIBILITIES:** Applicant should have an understanding of Community Service Block Grant (CSBG) funded emergency and supportive service programs leading low-income Native clients and families to stability and self-sufficiency as they will be case managing and providing emergency services.

The Case Manager will be responsible for providing case-managed services to program participants including initial assessment, counseling, emergency and supportive services leading to self sufficiency, employment & training program placement, job development, and monitoring in accordance with program regulations. Specific duties include: a.) intake and assessment; b.) conducting individual and group training on life and job search skills; c.) provision of budgeting, job counseling and client evaluation to develop an individual service strategy plan and determine appropriate program design; d.) job development; e.) referring participants to other services and prospective employers; f.) monitoring participants progress; g.) assistance in solving client problems, job restructuring and arranging supportive services

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as needed; and h.) performing follow-up to evaluate the success of stabilizing and job placement activities.

The Case Manager will be responsible for developing and maintaining positive working relationships with other service agencies and employers in order to obtain needed client services to stabilize households and placing participants into training programs and unsubsidized employment. Operation of multiple computerized database and reporting systems, submission of monthly program activity and other required reports; business correspondence; oversight of other service and assistance programs; and addressing the NCIDC Council and other business meetings as necessary. Additional job-related duties may be assigned as required.

**LANGUAGE ABILITY:** Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write complex correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

**MATH ABILITY:** Basic math skills. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate and figure amounts such as discounts and percentages.

**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 standard situations.

**EQUIPMENT/COMPUTER SKILLS:** To perform this job successfully, an individual should have knowledge of word processing software and spreadsheet software. Basic internet usage. Ability to use a MAC computer is preferred but not required.

**CERTIFICATES AND LICENSES:** California Driver's License, clean DMV record. Valid vehicle insurance.

**WORK ENVIRONMENT:** The noise level is usually moderate.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands finger, handle or feel. Be able to reach with hands and arms and talk to hear. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ACKNOWLEDGMENT:** I have read the job description and fully understand the requirements set forth therein. I hereby accept this position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

The job duties, elements, responsibilities, skills, functions, experience, education factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employ may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work

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environment change. I further understand that my employment is at-will and thereby understand that the employer or I may terminate the employment relationship at any time, with or without cause.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name, Printed

*Native American Hiring Preference will be given to qualified American Indians per Policy Statement 915.027 on Indian Preference under Title VII.*