

**Position:** Ketchikan Case Manager I or II — Alaska Temporary Assistance Program (ATAP), Work Services Program: Work First /Families First

**Company:** Center for Community

**Position Location:** 2417 Tongass Ave., STE 209-A, Ketchikan, AK 99901

**Compensation:** \$17.31 to \$21.00/Hr. DOE&E, Benefit Package

**Closing Date:** Immediate Opening—Open Until Filled

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### **The Program**

Center for Community provides case management services for Non-Tribal families residing in Southeast Alaska receiving Alaska Temporary Assistance (ATAP). ATAP has a 60-month time limit wherein clients are expected to maximize self-sufficiency via appropriate programs and services designed to provide the support required to minimize months of assistance used and to improve the opportunity for self-sufficiency. The program is administered by the Division of Public Assistance (DPA); it is funded by a combination of state general funds and federal Temporary Assistance to Needy Families (TANF) block grants.

ATAPs overarching goal is to "Move Alaskans from welfare into jobs so they can support their families, and maintain a safety net for those truly in need." The Work First Model is designed to achieve this goal. The Work First philosophy maintains that "any job is a good job and that the best way to succeed in the labor market is to join it." Work First clients are expected to find employment and close their ATAP cases as soon as possible; the program works methodically to manage barriers, plan a job search, and help clients successfully apply for jobs.

The Families First track is designed to address qualifying clients with more complex needs; it holds that assisting families address issues that interfere with their capacity to work will facilitate long-term self-sufficiency. This track serves clients who are working with agencies other than ATAP Case Management, or those clients who cannot immediately accept fulltime employment. The program focuses on increasing self-sufficiency by supporting health, safety and wellness along with partner agencies and family efforts. Interagency Family Support Teams, which include clients as primary members, work together to develop realistic plans for self-sufficiency.

Eligible ATAP clients are assigned to the Work First or Families First by DPA according to their needs.

### **Job Description**

The Case Manager I or II works with clients to undertake at least the following:

- Develop program goals and work with families to develop a Family Self-Sufficiency Plan (FSSP).
- Identify barriers to success and help families plan to overcome them.
- Provide referrals to other agencies or organizations.
- Identify skills and interests.
- Develop both hard and soft life skills.
- Understand the job search process (verbal, written, and on-line).
- Learn computer basics and internet skills.
- Use the internet for job search activities.
- Adjudicate interview and communication skills.
- Learn and review marketable skills.
- Explore advancement opportunities in possible jobs.

### **Responsibilities and Expectations:**

- Able to honor the family unit and understand the challenges that family members face.
- Maintain regular (at least monthly) contact with clients.
- Maintain accurate and timely records in hard file form and via DPA's Case Management System (CMS).
- Support and motivate clients to bring about self-sufficiency through paid employment.
- Effective in problem solving skills to encourage clients challenged by life's complexities to move forward.
- Provide a collaborative model for service delivery to families to increase family stability and self-reliance.
- Responsible for assessing eligibility for and providing referrals to other agencies and organizations.
- Ability to organize and manage an involved community team of service providers to assist client and family through the Family Support Team Meeting process.
- Knowledgeable of local economy and job market.
- Able to work with the community to arrange volunteer and employment opportunities.

- Plan, monitor, and report on intensive services with attention to detail for a caseload of ± 40 clients.
- Strong interpersonal skills.
- Excellent in organization, documentation, and time management.
- Proficiency in all standard business/office software programs.
- Able to communicate effectively both in writing and verbally.
- Able to ensure client confidentiality as prescribed by agency and federal policy.
- Able to work independently and with teammates in other CFC offices, as well as partners at Dept. of Labor Job Center and Division of Public Assistance.
- Familiar with local human service agencies and non-profit social service providers.
- Ability to work a full-time position, generally 8am – 5pm Monday-Friday; different days/hours may be required to meet client needs.

**Requirements:** Ability to pass a background check; undertake online Mandated Reporter and HIPAA Training immediately upon hire; and possess a valid Alaska Driver's License.

**Case Manager II:** Master's degree in human service field preferred—experience in related field may substitute for academic credentials (\$19-21/Hr. DOE&E).

**Case Manager I:** Bachelor's degree in human service field preferred—experience in related field may substitute for academic credentials (\$17.31/Hr. DOE&E).

**To Apply - Email:**

1. Download, complete, and sign Job Application (click link below).
2. Submit completed and signed Job Application with cover letter and résumé to Tim Livingston at [tlivingston@cfc.org](mailto:tlivingston@cfc.org).

**To Apply - US Mail:**

1. Download, complete, and sign Job Application (click link below).
2. Submit completed and signed Job Application with cover letter and résumé via US Mail:

Center for Community  
Attn: Tim Livingston  
2417 Tongass Ave., STE 209-A  
Ketchikan, AK 99901

**Job Application:** <http://cfc.org/APPLICATION%20for%20EMPLOYMENT%20FORMFillIn.pdf>

**Job Applications are also available at 2417 Tongass Ave., STE 209-A, Ketchikan, AK 99901**