

TANF/CALWORKS SPECIALIST

DEFINITION

Under the direction of the assigned supervisor/administrator, plans, organizes and coordinates the case management activities for Temporary Assistance to Needy Families (TANF) program/ California Work Opportunity and Responsibility to Kids (CalWORKs) students.

TYPICAL DUTIES

Advises, coordinates and monitors the delivery of services designed to assist TANF/CalWORKs students to succeed in college; assists student in meeting workforce and employment goals and improve career options, including presenting workshops, attending training, and working collaboratively with county social services agencies to provide CalWORKs students with benefits and services; designs activities that facilitate the recruitment, retention and success of students; interprets program regulations or benefit requirements and provides students with needed supportive services so that they can follow and complete their county approval educational plan; monitors of student files and case management to ensure compliance with county timelines, and regulations; serves as a liaison and resource person to students, the public, nonprofit agencies, educational institutions, and college staff; provides information for TANF recipients regarding community resources and referrals, present and future employment opportunities; provides direct services to TANF students in coordination with county welfare departments, outside agencies, and college resources to assist students in successful completion of college; orients students, individually or in groups, to the TANF/CalWORKs programs at the colleges and its resources; monitors the use of college services; works collaboratively with counselors, instructors, college nurses, and/or other appropriate college staff on behalf of TANF/CalWORKs students; assists in developing the unit goals for TANF/CalWORKs; identifies and seeks to assist student to mitigate potential barriers to self-sufficiency; acts as a lead for work study positions and temporary classified staff; prepares and advertises the programs through bulletin announcements, newsletters, mass mailings, display racks and other venues; assists with the development of the master calendar of events; performs general office duties and schedules appointments; leads the development of a database to provide accountability for TANF job-related activities; records and coordinates case management/documentation, and maintains case records; attends appropriate conferences, workshops and staff meetings; addresses community groups and faculty members to explain services provided to TANF students; assists in budget planning and maintenance; performs related duties as required.

QUALIFICATIONS

EXPERIENCE

Two years of related experience in student services on a college campus or in a community agency that provides comparable services to students or diverse community members.

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Completion of a Bachelor's degree from an accredited college or university, in an area related to the assignment. NOTE: Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

One year of education is equal to 30 semester units. Education must be from an accredited institution.

KNOWLEDGE OF

Applicable federal, state and local laws, policies and regulations, and office processes and procedures; modern office practices, procedures and equipment; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; basic principles of leadership, oversight and training.

ABILITY TO

Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

TYPICAL EQUIPMENT USE (May include, but not limited to)

Current office technologies such as computers, printers, telephones and copiers; other equipment common to the field to which the position is assigned.