



JOB TITLE: CalWORKS CASE MANAGEMENT/SERVICES COORDINATOR

Classification: Classified
Salary Range: 36

Retirement Type: PERS*
Revised/Board Approved: May 27, 2025

BASIC FUNCTION:

Under the direction of an assigned administrator, assist with coordination of and provide case management services for the CalWORKs program, including direct responsibilities for the CalWORKs Office functions and staff oversight, work direction and training, referral and coordination of services to students assisted through the case management, work activity, child care, job development and placement components. Work closely with other College managers and staff in functions and activities related to case management, work activity, child care and job development and placement, academic counseling and other support for CalWORKs/TANF students. Participate in or assume responsibilities as liaison to CalWORKs/TANF-related regional groups, agencies, programs, services or their representatives.

REPRESENTATIVE DUTIES:

Coordinate CalWORKs Office functions and staff, including oversight and training of CalWORKs/TANF staff located in the office, such as those involved in administration of childcare, student advisement, clerical support and other CalWORKs staff as appropriate.

Coordinate and oversee childcare services processing, work activity referrals and referrals to on and off campus services and programs.

Work closely with Counseling and Student Services, Financial Aid, the CalWORKS job developer, Job Placement Center, EOP&S/CARE, Child Development Center, Special Resources Center and other managers, coordinators or staff involved with CalWORKs Program functions and services for CalWORKs students.

Work independently or with other campus services or programs, as appropriate, to develop forms, handbooks, manuals and other written materials to facilitate student recruitment, orientation, advisement, and referral to other services, programs, agencies and prospective employers.

Communicate with academic counselors, District personnel, business leaders, social services agencies, community resources, educational institutions and others to coordinate activities, exchange information and refer students for further assistance.

Provide specialized advisement to current and prospective students in the CalWORKs or related student services areas.

Maintain and verify current budget information, monitor expenditures and assist in budget preparation, as required.

Interview individual students to determine program eligibility and obtain information required to develop CalWORKs student activity and referral plans. Referrals include EOPS/CARE, career assessment, academic counseling, Financial Aid, Student Resource Center for special needs, child care, work activity, employment and off-campus services and programs as appropriate.

Establish and maintain direct communication with CalWORKs/GAIN/TANF agencies and their program staff to assist CalWORKs students on campus. Act as advocate for students to ensure receipt of GAIN support services. Facilitate mediation when discrepancies or disagreements occur.

Analyze student data and certify eligibility for program participation as required; interpret, apply and explain complex rules, regulations, requirements and restrictions.

Maintain student files and computer database to track counselor and case advisor notes, child care and employment activities, referral and exit status, and GAIN regional contact information.

Prepare reports and maintain records involving current knowledge of a variety of complex regulations, requirements and policies related to assigned specialty areas.

Plan, develop and conduct workshops to provide students with specialized assistance and information in assigned areas.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Requires a minimum of a Bachelor's degree in a case management or advisement social science, such as social work, social welfare, psychology, sociology, or closely related social science, such as social ecology and at least two years of closely related employment, such as CalWORKs advisor or coordinator, social services case worker, or student services advisor or coordinator with direct responsibility for direct student advisement and program functions.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Case management principles and techniques.

Effective communications and practice regarding multi-cultural populations and at-risk behaviors.

Specialized functions, operations and activities related to student advisement.

Interviewing and advisement techniques.

District services and community resources available to students.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

CalWORKs/TANF Program, related regulations, guidelines and applicable laws.

District organization, operations, policies, procedures and objectives.

Technical aspects of field of specialty.

Financial and statistical record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Modern office practices, procedures and equipment.

Abilities/Skills:

Provide oversight, work direction and training for CalWORKs program staff as assigned by an assigned administrator, or in related programs as assigned.

Provide specialized paraprofessional advisement and services to students and alumni in the CalWORKs Program, or related services.

Make appropriate referrals for potential evaluation and follow-up, i.e. domestic violence, learning disabilities, homelessness and others.

Assess GAIN status and eligibility, educational and employment needs and interests and then develop viable case plans, referrals and alternative courses of action for students.

Interview students to determine program eligibility and obtain relevant data.

Plan, develop and conduct informational workshops.

Communicate effectively both orally and in writing with students and others

Read, interpret, apply and explain rules, regulations, policies and procedures.

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Train and provide work direction to others as appropriate.

Analyze situations accurately and adopt an effective course of action.

Maintain records and prepare reports.

Assist students within a multicultural, multiethnic environment.

Work with discretion and adhere to policies and procedures related to confidentiality.

WORKING CONDITIONS:

Typical office setting.

Extensive computer work.

Long periods of standing and sitting.

Lift and carry up to 25 lbs.

Move from one work area to another as needed.

Some travel may be required.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.