

# DHS TANF CASE MANAGER

## TANF Client Services

### **Job Location:**

Hamblen County (HYBRID)

### **Job Application:**

To apply for this position, visit our [Apply Here](#) web page in a new tab by August 31, 2026.

### **About Position:**

This vacancy is within the Tennessee Department of Human Services (TDHS), Division of TANF Client Services. The DHS TANF Case Manager performs Temporary Assistance for Needy Families (TANF) case management work of average difficulty. An employee in this class is customer facing and is responsible for developing and monitoring plans for employment, education, and/or training needs to promote self-sufficiency and ensures compliance with TANF regulations. This classification performs responsibilities at an advanced level under general supervision. This class differs from an Eligibility Counselor in that an incumbent of the latter is responsible for determining eligibility for Supplemental Nutrition Assistance Program (SNAP) and TANF benefits. This class differs from a Field Supervisor in that an incumbent of the latter supervises employees within this classification.

### **Responsibilities:**

- Develops an individualized and mutually agreed upon plan for employment and/or training through direct customer engagement via phone or in person to meet customer's needs and promote self-sufficiency. Reviews, plans, monitors, evaluates, and documents customer's needs, activities, and progress.
- Manages and maintains a caseload of TANF recipients while reviewing work activity timesheets provided by customers for accuracy. Tracks work activities to ensure customer is in compliance and does not exceed time limits for work activities and/or lifetime limits for receipt of benefits.
- Refers customers to required work activities based on assessment and federal work requirements. Identifies benefits and services that may be available to customers within the Department and/or external sources and makes referrals as appropriate.
- Conducts barrier assessments to evaluate customer needs and determine which support services are necessary, making the appropriate referrals. Determines child care assistance needs, completes customer eligibility, and submits referral to Child Care Certificate program.

- Conducts career assessments and utilizes labor market data and financial tools to assist customers in determining long- and short-term career and/or educational goals and find the most suitable career path towards self-sufficiency. Monitors customer activities to ensure progression and compliance toward employment and/or educational goals.
- Consults with eligibility determination staff to accurately update eligibility changes for ongoing eligibility determination based on reported changes in customer's circumstances.
- Conducts basic skills trainings and resume writing or interview workshops to prepare customers for employment. Provides career coaching and soft-skill trainings to assist customers in obtaining and retaining employment.
- Develops and maintains partnerships with vendors and outside organizations to obtain information, promote programs, and identify available services and benefits.

### **Qualifications:**

- Bachelor's degree and three years of full-time professional eligibility determination or career development/counseling experience.
- Substitution of Experience for Education: Full-time professional eligibility determination or career development/counseling work experience may be substituted for the required education on a year-for-year basis.
- Substitution of Experience for Education: Full-time para-professional experience as an Eligibility Assistant for the Department of Human Services or as a contractor serving in this capacity may be substituted for the required education on a year-for-year basis.
- Substitution of Education for Experience: Graduate coursework in social services or human services may be substituted for the required experience on a year-for-year basis, up to two years.

OR

- Two years as an Eligibility Counselor with the Department of Human Services.
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### **Target Range:**

The target range for the DHS TANF CASE MANAGER position is **\$38,748 - \$58,224**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

### **Benefits Information:**

For more information about employee benefits open our [DHS Employee Benefits brochure](#) in a new tab.

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**DHS Mission:**

Strengthen Tennessee by Strengthening Tennesseans

**DHS Vision:**

To revolutionize the customer experience by growing capacity to reduce dependency.

**DHS Values:**

- High Performance
- Collaboration
- Continuous Improvement
- A shared Vision
- Customer-Centered Solutions