

Honorable Pulaali'i Nikolao Pula  
Governor

Honorable Pulumata'ala Ae Ae Jr.  
Lieutenant Governor



Titiaoalii Dr. Asenati Ietitaia Sa'au-Umi  
DHR Director

Max Tuitele  
Deputy Director

Falo Johansson  
Deputy Director

**AMERICAN SAMOA GOVERNMENT  
DEPARTMENT OF HUMAN RESOURCES  
PAGO PAGO, AMERICAN SAMOA 96799**

<b>Job Title:</b> <i>Case Worker I (2)</i>		<b>Posting Date:</b> <i>January 08, 2026</i>	<b>Serial No.:</b> <i>01-26</i>
<b>Department/Division:</b> <i>Human and Social Services</i>		<b>Closing Date:</b> <i>January 14, 2026</i>	<b>Announcement No.:</b> <i>01-26</i>
<b>Type of Position:</b> <i>Permanent Appointment</i>	<b>Posting Type:</b> <i>Employment Opportunity/ Open to the Public</i>	<b>Pay Grade and Salary Range:</b> <i>GS-09/\$16,467 - \$41,817p.a.</i>	

**General Description:**

The Caseworker for Provider Services serves as the primary point of contact for child care Providers that are authorized to serve children whose parents qualify for assistance through the American Samoa Child Care Program. They are key advocates for the promotion and maintenance of program health, safety, and other quality requirements by inspecting facilities at least once per month, or as assigned by the Division. Also, they are to serve as resources to Providers and parents for information about program requirements, parent rights and responsibilities and payments for service rendered. A provider Services Caseworker also manages an assigned caseload of at least 10 facilities, which includes all Provider and staff records.

**Key Duties and Responsibilities:**

- Serve in a supervisory capacity and responsible for the following client case management and support services.
- Knows and puts to practice the current policies and procedures and standard operating procedures for the Child Care Division (CCD) and the American Samoa Child Care Program.
- As a superior, s/he will be looked to assist with cross-training of new hires, monitoring of team members to improve productivity and effectiveness, policy/system improvement recommendations, reporting, etc.
- In the absence of the Unit/Team Manager, s/he will provide coverage and ensure that the work continues to move forward.

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Department of Human Resources, A.P. Lutali Executive Office Building, Pago Pago, Am Samoa 96799  
Ph: (684) 633-4485/ Email: [nfo@hr.as.gov](mailto:nfo@hr.as.gov)

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- Serve as a resource of information and support for prospective and current child care Providers and their staff: explaining procedures and other requirements to gain or maintain authorized child care provider status.
- Conduct unannounced facility inspections to ensure that health, safety and other quality requirements are maintained, including but not limited to.
- Maintain Division- sanctioned site visit tracking/documentation system to record visits to authorized child care facilities on a monthly basis or other frequencies deemed by the Division depending on need/QRIS rating.
- Manage provider records, ensuring that all proper documents are current for the Provider, all staff, and all persons afforded constant and consistent access to the authorized facilities are checked for accuracy and filled accordingly.
- Maintain an accurate Provider Directory with current staff listing and information about their certifications.
- Cross-check CCP client listings against Head Start ECE enrollment to avoid co-mingling of federal funds (CCDF/Head Start ECE).
- Ensure the maximum capacity and adult-to-child ratio requirements at each daycare facility are observed by also collecting data on a monthly basis from Providers of all private client services and working collaboratively with the Client Services team.
- Receive, cross-check, and verify attendance invoices for all CCP children then forward them to client Caseworkers for payment processing.
- Able to provide additional/ more detailed information about the CCP during subsequent contact with the Provider, staff, parents.
- Emphasizes that Providers and Clients are required to cooperate with CCP and other integral entities involved with subsidized child care services for qualifying families.
- Used electron-based databases system to manage Client caseload.
- Document/record interactions with the Provider using CCD-sanctioned methodologies, including program notes.
- Schedule and /or administer Provider awareness-building sessions.
- Work collaboratively with Client Caseworkers to ensure there is constant communication, ensuring the child care s/he is receiving aligns with Program requirements.
- Submit regular progress reports to the unit/team Manager, summarizing current status of assigned caseload.
- Pursuant to funding availability, a Caseworker I that provides 5 consecutive years of service with positive performance evaluations (above-average) shall be considered for advancement to become a Caseworker II.
- Perform other job-related duties as assigned.

**Knowledge, Skills, and Ability:**

- Able to use Microsoft Office suite applications such as Word, Excel, Powerpoint, or similar email, and can conduct online research.
- Excellent communication skills in English and Samoan: both written and oral.
- Good public relations skills.
- Strong work ethics.

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- Must be able to follow standard filling procedures.
- Detail oriented: professional attitude, reliable.
- Possess strong organizational and time management skills.
- Strong problem solving, documentation, research and resolution skills, as well as data analysis capacities.
- Ability to interact with the general public, clients and employees in a professional manner.
- Ability to work independently and with a team in a fast-paced and high volume environment with emphasis on accuracy and timeliness.
- Ability to handle flexible work schedule and periodically work late hours.
- Must be well organized and a self-starter.

**Academic and Experience Requirements:**

- Applicant must have an associate degree from an accredited college or university plus 4 years of work experience.
  - Years of progressively responsible working experience may be substituted for a portion of the academic requirement.
  - Salary will be adjusted according to experience.
- **Complete information concerning this vacancy may be obtained from the Personnel Division of the Department of Human Resources, or please contact the Recruitment Unit at 699-8895.**

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Titiaolii Dr. Asenati Ietitaia Sa'au-Umi  
Director, Department of Human Resource

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