THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DSS0392923** Date Posted: **02/28/11**

POSITION NO: **241854** Closing Date: **03/11/11**

CLASS CODE: **3760**

POSITION TITLE: **CASEWORKER SUPERVISOR**

DEPARTMENT NAME: **DSS/Navajo Nation Program for Self Reliance**

DEPARTMENT NO: **39** WORKSITE LOCATION: **Pinon, Arizona**

WORKS DAYS/HOURS:
Days: **Monday thru Friday**
Hours: **8:00 AM - 5:00 PM**

POSITION TYPE:
Permanent: ☑
Temporary: ☐ Duration:
Part-Time: ☐ No. of Hrs/Wk: **40**

GRADE: **N640A**
SALARY:
$ **36,753.60** Per Annum
$ **17.67** Per Hour

DUTIES AND RESPONSIBILITIES:

Manages and supervises a small unit under the direction of the NNPSR agency Program Supervisor II to provide direct services to customers and dependents through the case management process of intake, interview, assessment, referrals, follow up, and case conferencing for each field position to correctly provide services and monitor all aspects of the case management process. Works closely with field staff to understand and correctly apply the Navajo Nation Family Assistance and Employment Support Services (FAESS) manual to determine customer eligibility, the development of a career plan, and provide support to the customers and dependents; ensures all work performance by the field staff are in accordance with the established policies as written in the FAESS manual, NNPSR goals and objectives, and other federal regulations relevant to the tribal cash assistance programs. Monitors customer automated files and relevant records to generate administrative and statistical reports; monitors and evaluates staff performance; ensures all pertinent information provided by the customers are accurately verified, recorded, and stored by automation into the database; coordinates, monitors, and ensures outreach services, such as home visits and itinerant schedules are provided along with other welfare-related and support services; serves as a liaison with designated chapters and communities to ensure services are adequately provided. Coordinates a referral system and continues coordination with Navajo Nation programs including Child Support Enforcement, Child Care, General Assistance, Navajo Department of Workforce Development, and with the state food stamps and Medicaid programs to provide additional supportive services including outreach/itinerant services. Knowledgeable of national, state, and tribal welfare related policies, public laws, and regulations; attends meetings, trainings and conferences; assists the training department in providing relevant training to the staff on interpersonal skill development, communication and interviewing skills, cash assistance eligibility determination, program coordination and resource networking, case management, motivational skills development, public laws and regulations, and other welfare reform related activities. Interviews NNPSR applicants and determines eligibility for cash assistance/income support using the FAESS manual and performs data entry; provides counseling & guidance to NNPSR customers; informs potential NNPSR participants of federal guidelines regarding work requirements, eligibility time limits, sanctions, child support requirements, and other requirements; evaluates customer and family needs and develops case plans; reviews caseload on a monthly basis to ensure program compliance. Addresses and resolves all complaints and concerns pertaining to customer services in case management, records, verification, schedules, and cash eligibility determination.

QUALIFICATION REQUIREMENTS:

Education and Training:

Associates degree in Sociology or related field; and ***(to receive full credit applicant must submit copies of transcripts, degrees,***

Experience:

Two (2) years of public social welfare programs, one (1) year of which must have been in a management/supervisory capacity; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties. (To receive full credit for education/training, applicant must submit copies of college transcript, certificate, diploma, etc).

Special Knowledge, Skills and Abilities:

Knowledge of applicable tribal, federal, state, local laws, ordinances, statutes, rules, regulations, policies and procedures; knowledge of principles and practices of supervision; knowledge of community resources available to individuals and families; knowledge of Intensive Case Management and Welfare Reform; skill in interpersonal communications and dealing with people; skill in oral and written communication; skill in conducting interviews, counseling, and training sessions; skill in analyzing data and drawing valid conclusions; skill in assessing situations and providing appropriate remedies; skill in workload management; skill in establishing and maintaining effective working relationships

License/Certification Requirements:

Must pass a criminal background check and employee assessment prior to employment.

VETERANS PREFERENCE APPLIES

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT. ***Revised: 1-15-99***