THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DSS0397742** Date Posted: **04/23/13**

POSITION NO: **240050** Closing Date: **05/06/13**

CLASS CODE: **3764**

POSITION TITLE: **CASE ASSISTANT**

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

DEPARTMENT NO: **39** WORKSITE LOCATION: **Crownpoint, New Mexico**

WORKS DAYS/HOURS:

Days: **Monday thru Friday**

Hours: **8:00 AM - 5:00 PM**

POSITION TYPE:

Permanent: ☑

Temporary: ☐

Part-Time: ☐

Duration:

No. of Hrs/Wk: **40**

GRADE: **R56A**

SALARY:

$ **19,136.00** Per Annum

$ **9.20** Per Hour

DUTIES AND RESPONSIBILITIES:

Informs NNPSR applicants of program eligibility criteria for cash assistance; receives application, assists customers to complete required program forms, and conducts reviews and evaluation of eligibility requests; conducts initial and follow-up customer interviews; informs potential NNPSR applicants of federal guidelines regarding work requirements, eligibility time limits, sanctions, child support requirements, and other requirements; advises customers of their responsibility in participating within the program; resolves routine issues and complaints regarding program services; may assist customer with disabilities or experience face-to-face contact with irate or hostile customers; collects and copies required documents and/or places phone calls or accesses other agency databases using a computer to verify all pertinent information, including vital statistics and sources of income requirements for reporting to other agencies for cash assistance eligibility; establishes and maintains case files by entering data into the Tribal Assistance System (TAS) on computer; update files with progress profiles and other related documents. Responsible for entering data into the NNPSR Federal database program to collect and report data, including but not

limited to adding a case for individuals included in the NNPSR Benefit Group, individuals living in household, and non-needy caretaker of minor child(ran) receiving assistance; enters data into the Add adult, Add child, and Family Level data menus for all closed and approved/active status cases during reporting month. Refers NNPSR applicants by computer automation, phone calls, or written notice to other tribal and non-tribal resources and programs for additional support services including outreach/itinerant services, emergency assistance, food, clothing, crisis intervention, medical services, and transportation of customers and their families; schedules NNPSR applicant appointments, prepares appointment letters, denial letters, recertification letters, and other correspondence; types other documents, i.e. program reports, memorandums, etc.; answers telephones and assists callers or refers callers to appropriate staff members; logs in incoming mail and distributes mail to appropriate staff members.

QUALIFICATION REQUIREMENTS:

Education and Training:

High School diploma or GED; and

Experience:

Two (2) years office or clerical experience; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties. ***(To receive full credit for education, certification, or licensure, transcript copies of degrees, certificates, and other appropriate documents must be submitted along with the employment application.)***

Special Knowledge, Skills and Abilities:

Knowledge of applicable tribal, federal, state, and local laws, ordinances, statutes, rules, regulations, policies, and procedures; skill in evaluating clients to determine eligibility for programs for the underprivileged; skill in interacting with people in all social, economic, cultural, spiritual, and emotional places; skill in keyboarding.

Knowledge of NN Procurement Laws, PRWORA, 45 CFR Part 286, NN Child Support Enforcement Policies and Procedures, and other appropriate tribal, state, and federal regulations. Ability to communicate effectively in the English and Navajo languages.

License/Certification Requirements:

This position requires a background check and relevancy assessment prior to employment. Must possess a valid state driver's license and, within 90 days of employment, obtain a Navajo Nation Vehicle Operator's Permit. Must complete mandatory training and pass required examination to be certified for access to the Tribal Assistance System (TAS).

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***