THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DSS03923992 | DATE POSTED: 06/10/22

POSITION NO: 942320 | CLOSING DATE: 06/23/2022 by 5pm

POSITION TITLE: **Principal Case Worker**

DEPARTMENT NAME / WORKSITE: Department for Self Reliance / Gallup, New Mexico

WORK DAYS: Monday to Friday

WORK HOURS: 8 a.m. to 5 p.m.

SENSITIVE ☑ NON-SENSITIVE ☐

REGULAR FULL TIME: ☑ PART TIME: ☐ SEASONAL: ☐ TEMPORARY: ☐

NO. OF HRS./WK.: ____ DURATION : ____

GRADE/STEP: BQ64A

$ 45,226.08 PER ANNUM

$ 21.66 PER HOUR

DUTIES AND RESPONSIBILITIES:

Provides professional case management services, exercises independent professional judgment and maintains a caseload of customers that are generally hard to serve and at risk of not meeting TANF requirements and becoming self sufficient. Maintains a caseload of customers and families in crisis or who are hardest to serve due to domestic violence, alcohol/substance abuse, poor mental health, nearing their assistance time limit, or homelessness. In collaboration with the customer and family, develops a case plan to address barriers to self-sufficiency and to ultimately reach self-sufficiency. In collaboration with the customer, identifies and authorizes appropriate work activities that support the case plan. Conducts thorough interviews with customers to identify needs, strengths, barriers, and the availability of resources. Assesses for high risk factors including domestic violence, alcohol/substance abuse, mental health, time limit and homelessness, etc. Assists hard-to-serve customers with the transition to employment and eventual self-sufficiency. Provides counseling to customers in management of barriers, goals, tasks, education, job search and readiness, prevention of high-risk behaviors, employment retention, self sufficiency and personal responsibility. Identifies service providers and refers customers and family members to services based upon assessment results and case plan. Reviews customer's progress in managing their barriers and in meeting work requirements. Monitors each case by communicating with families and service providers on a frequent basis. Evaluates the completion and progress of customer goals and objectives in the case plan on a more frequent basis and updates case plans as necessary. Actively participates in Department for Self Reliance (DSR) case conferences and other case staffing's (MDTs) relevant to customer progress. May provide transportation for customers. Updates customer progress reports in a timely manner. May conduct home visits on a more frequent basis and visit other field offices as part of ensuring customer progress. Gathers case information and enters required information into database and updates as required. May provide testimony at hearings. Cooperates in investigations with the DSR Fraud Section. May provide recommendations to workgroups regarding internal policies/procedures, Three Year Plan, quarterly staff meetings, and other department special projects. Attends trainings, conferences, staff meetings, and customer events/activities. If necessary provides in-house guidance to staff on best practices in regards to the dissemination of information and services to customers.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A Bachelor's degree in Human Services, Social Work, Sociology, Psychology, Counseling or related field; and two (2) years of professional case management work experience in serving hard to serve clients and families; or an equivalent combination of education and experience.

Special Requirements:

- A favorable background investigation.
- A valid state driver's license. Within ninety (90) days of hire, must obtain a Navajo Nation Vehicle Operator's Permit. Within six (6) months of employment, must complete mandatory training and pass required examination to be certified for access to the Tribal Assistance System (TAS).

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

KNOWLEDGE OF: intensive case management, human/social services, domestic violence, mental health, alcohol/substance abuse, and homelessness; community agencies and services provided; applicable federal, state, and local laws, rules, regulations, policies, and procedures; principles and practices of effective training.

SKILL IN: analyzing complex statistical and programmatic data; making presentations; interpersonal communications and dealing with people; counseling disadvantaged people about their problems; analyzing data and drawing valid conclusions; communicating effectively in both the English and Navajo languages; assessing situations and providing appropriate remedies; the art of persuasion; establishing and maintaining effective working relationships.

ABILITY TO: analyze, evaluate, and make decisions; work independently, set priorities, plan, organize, and implement activities; address public and professional groups; prepare and maintain effective working relationships with employees, other organizations, and the public; follow verbal and written instructions; communicate effectively orally and in writing.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.