**DUTIES AND RESPONSIBILITIES:**

Principal Social Service Representative (PSSR) will report to the Principal Social Worker (Site Supervisor). PSSR will address received referrals/reports of maltreatment, such as abuse and neglect, and social services requests from the public and completes the intake processes for referrals. PSSR will interact and coordinate with the public, primarily children and their families, and internal department staff, law enforcement personnel, judges, prosecutors, attorneys, school personnel, health care personnel, and other professionals and external resources. PSSR will conduct and complete interviews and investigations of referrals and provides case work and case management services.

PSSR will have an understanding and be knowledgeable of human behavior, child and adult development, family systems, substance abuse dynamics, domestic violence, safety and risk family assessments, and dynamics of child, adult, elder maltreatment. PSSR will recognize signs of abuse and neglect, discern imminent danger and risks of case reports, and have basic knowledge in prevention.

PSSR will use observation skills, interview skills, and standardized assessment tools to determine level of intervention required to keep victims safe. PSSR will develop safety actions plans, case plans, and referrals to resources for victims and their families. PSSR will conduct investigations, be assertive, work under stress and act when necessary; provide crisis intervention and taking children into DFS custody for their safety. PSSR must be flexible for cross-training in other DFS roles and be available for emergency on-call and after-hour service. PSSR will complete home investigation and studies for safety, custody, guardianship, and adoption for children, adults, and elders and consults with Principal Social workers and other internal direct service field staff.

PSSR will complete assessment and evaluation reports, investigation outcome reports, court reports, and submit programmatic reports for reporting of monthly/quarterly/annual reports to the DFS – Administration Office. PSSR will provide prevention and intervention presentations and education to the public on child, adult, and elder abuse and neglect. PSSR will participate in CPT/MDT (case staff) meetings, and attend work related staff meetings, trainings/workshops, and conferences.

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

A Bachelor’s degree in Human Services, Sociology, Social Work, Psychology or related field; or an equivalent combination of education and experience.

**Special Requirements:**

- Possess a valid state driver’s license.
- A favorable background investigation.

*(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 the theories, principles, practices, and techniques of the social work field, knowledge of the Tribal codes, court systems, and their applications; knowledge of counseling and interviewing techniques; knowledge of Navajo traditional customs. Skilled in developing the trust and confidence of children and the elderly; skilled in case management; skilled in crisis intervention. Skilled in communicating effectively in both Navajo and English languages; skilled in applying professional knowledge, techniques and judgment in the work situation; skilled in interacting with clients from various cultural, economic and spiritual backgrounds; skilled in analyzing data and drawing valid conclusions.

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