THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	DSS03910675	DATE POSTED:	08/24/15
POSITION NO:	942166	CLOSING DATE:	09/04/15
POSITION TITLE:	Case Assistant		
DEPARTMENT NAME / WORKSITE:	Department for Self Reliance / St. Michaels, AZ		

WORK DAYS:	Monday to Friday	REGULAR FULL TIME:	☑		GRADE/STEP:	Y56A
WORK HOURS:	8am-5pm	PART TIME:	☐	NO. OF HRS./WK.:	$ 19,718.40	PER ANNUM
		SEASONAL:	☐	DURATION :	$ 9.48	PER HOUR
		TEMPORARY:	☐			

DUTIES AND RESPONSIBILITIES:

Informs Department for Self Reliance (DSR) 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 DSR 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 DSR Federal database program to collect and report data, including but not limited to adding a case for individuals included in the DSR Benefit Group, individuals living in household, and non-needy caretaker of minor child(ren) 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 DSR 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 DSR 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, Experience and Training)

Minimum Qualifications:

- High School diploma or GED; and two (2) years office or clerical work experience including customer services.

Preferred Qualifications:

- Proficient Microsoft Office software and other computer application.
- College courses in Business Administration, Behavioral Science, Counseling, or related field.

Special Requirements:

- A favorable background investigation is required.
- Possess a valid state driver's license.
- 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 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.

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