THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: **DSS03914339** DATE POSTED: 09/08/17

POSITION NO: 242412 CLOSING DATE: OUF

POSITION TITLE: Principal Case Worker

DEPARTMENT NAME / WORKSITE: Department for Self Reliance / Crownpoint, NM

WORK DAYS: Monday to Friday

WORK HOURS: 8:00 am to 5:00 pm

REGULAR FULL TIME: ☑

PART TIME: ☐ NO. OF HRS./WK.:

SEASONAL: ☐

TEMPORARY: ☐ DURATION :

GRADE/STEP: AB64A

$ 40,414.40 PER ANNUM

$ 19.43 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 high risk customers with the transition to employment and eventual self-sufficiency. Provides counseling to hard-to-serve 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

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 program 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:

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

Special Requirements:

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

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

Ability to analyze, evaluate, and make decisions; ability to work independently, set priorities, plan, organize, and implement activities; ability to address public and professional groups; ability to prepare and maintain effective working relationships with employees, other organizations, and the public; ability to follow verbal and written instructions; ability to 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.