

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DSS03916808

DATE POSTED: 12/20/18

POSITION NO: 244346

CLOSING DATE: 01/11/19

POSITION TITLE: Case Management Specialist

DEPARTMENT NAME / WORKSITE: Department for Self Reliance - Quality Assurance Section / Tuba City, AZ

WORK DAYS: Monday to Friday REGULAR FULL TIME: GRADE/STEP: AR64A

WORK HOURS: 8 a.m. to 5 p.m. PART TIME: NO. OF HRS./WK.: _____ \$ 41,641.60 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 20.02 PER HOUR

NON-SENSITIVE TEMPORARY: _____

DUTIES AND RESPONSIBILITIES:

Under the direction of the Senior Programs & Projects Specialist, monitors and ensures adherence to the DSR Pathway to Self-Reliance Policy Manual and procedures by working closely with the assigned direct service employees, including the Program Supervisor II (PSII), to understand and apply the policies and procedures correctly to provide quality case management services that are accurate, timely and fairly done; conducts independent case audits to ensure case files and case management practices comply with the DSR Pathway to Self Reliance Policy Manual to protect the due process of each DSR Customer; reviews active case records on a monthly basis for case management errors that may result in violations, and upon identifying violation(s), issues notice to the employee and PSII to develop an Individual Performance Improvement Plan (IPIP); issue notices to the PSII of repeated errors/violations by employee(s) and requires for necessary action to be taken; works with the employee and PSII to prevent future and repeated errors/violations.

Issues appropriate sanctions to DSR employee(s) for failing to address case management errors/violations impacting the delivery of services to the Customers and their children; alerts PSII and Program Manager III (PMIII) of Direct Services of all violations identified in a case file that requires immediate attention; issues notices to the PSII, PMIII and QA Senior Programs & Projects Specialist on the status of the field office's compliance to address and monitor the sanctions appropriately per the DSR Pathway to Self Reliance Policy Manual and Navajo Nation Personnel Policy Manual; conducts an Appeal Review submitted by Customers disagreeing with a decision rendered by a Caseworker, Senior Caseworker or Principal Caseworker; CMS can overturn or uphold a decision. Identifies potential internal or external fraud, waste and abuse identified in the review of case files and alerts the DSR Fraud Investigation Unit of the potential program violation; plans and prepares for the annual audit through working yearlong with the DSR field office to improve in their case management delivery of services and coordinates all audit preparation with that office; identifies and provides relevant training to the direct service employees and provides appropriate case management and policy training.

Prepares monthly, quarterly, and annual reports on the status of the DSR field office on the number of program violations, IPIPs to address program violations, number of sanctions, number of trainings, number of appeal reviews, and number of appeal hearings; attends necessary and appropriate meetings, trainings, and participates in DSR related events and workshops.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- Bachelor's degree in Social Work, Sociology, Human Services, Psychology, Behavioral Health, or related field; and two (2) years of case management or related experience; 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: Navajo culture, tradition and philosophies; related health treatment localities; theories, principles, practices and techniques of case management; program networking and management information systems.

SKILL IN: interpersonal communications and dealing with people; operating standard office and computer equipment; interpreting, explaining and applying applicable laws, regulations and procedures; communicating effectively in the Navajo and English languages; Establishing and maintaining effective working relationships.

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