THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DHR15111567**	DATE POSTED:	**03/07/16**
POSITION NO:	**947125**	CLOSING DATE:	**03/18/16**
POSITION TITLE:	**Case Management Specialist**		
DEPARTMENT NAME / WORKSITE:	**DHR - Department of Child Support Enforcement - Ft Defiance, AZ**		

WORK DAYS:	Monday - Friday	REGULAR FULL TIME:	☑		GRADE/STEP:	AB64A
WORK HOURS:	8 AM - 5 PM	PART TIME:	☐	NO. OF HRS./WK.:	$ 40,414.40	PER ANNUM
		SEASONAL:	☐	DURATION :	$ 19.43	PER HOUR
		TEMPORARY:	☐			

DUTIES AND RESPONSIBILITIES:

To provide daily review of cases of each Child Support Enforcement Officer (CSEO) to ensure prompt, efficient, and effective services delivery in accordance with NNDCSE policy and procedures manual, timeframes, federal regulations, contractual provision in intergovernmental agreement with State IV-D agencies, applicable MOU and MOA and associated protocol. Review and approve pleading for OHA hearings, case closure, case transfer, release of funds in suspense. NN Guidelines worksheet calculations and/or delinquency calculations. Completes monthly case review and submits written case review report to supervisor, noting deficiencies, corrective action, trends requiring corrective action. Implements corrective action plan per external audit, supervisor recommendation/request/directive, submits quarterly CAP updates as required. To prepare and submit required reports, budgets, or other documents, in a timely manner to NNDCSE administration as required. Orientate and train new staff of all duties and responsibilities, applicable policy, federal regulations, state contractual requirements, for effective and efficient case processing and case management. Assess individual training needs of each staff, establish and implement a training plan, evaluate effectiveness of training plan and learning goals. Supervise staff on a daily basis in accordance with NNPPM. To periodically and establish goals and objectives for and with the program staff for purpose of attaining individual quota, and overall goals and of the department. To conduct annual performance evaluations, to attend require trainings, meetings, and conferences. Assess caseload on a monthly basis for assignment of equitable caseload per class of employee. Perform other duties as assigned.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A Bachelor's degree in Business Administration or related field; and two (2) years of case management or related experience.

Preferred Qualifications:

- Proficient in Microsoft Office software or other computer applications.

Special Requirements:

- Possess a valid state driver's license.
- A favorable background investigation.
- Physical Requirements: Ability to lift and carry boxes of Xerox paper (20#), case files, pleading and forms. Shred at least 2 or 4 days per month (weight content varies) moving of equipment as needed (usually takes two (2) times per year. Able to drive at least 2 to 3 times per month.

(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: basic case management skills, interviewing techniques and recordkeeping; collection processes; Navajo Nation Law; public relations/customer service principles; Federal, State and Navajo Nation Regulations, policies and procedures. **Skills in:** understanding and following oral/written, instruction/directions; utilized computer databases to research, maintain and update records and files; establishing/cooperative working relationship with resources in the course of work at all times maintain professionalism. **Abilities:** Able to understand and communicate in the Navajo Language.

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