

SENIOR SOCIAL SERVICE REPRESENTATIVE

DEFINITION: Under general supervision, provides paraprofessional level social services to individuals, families, children, and other beneficiaries of social welfare programs on conventional cases of limited difficulty; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Obtains information on problems of individuals and families through interviews and home visits; draws conclusions and makes recommendations on appropriate action; verifies eligibility for program benefits; provides assistance and services to beneficiaries with a variety of psycho-social and environmental problems; observes, evaluates, counsels, attempts to establish a therapeutic relationship with families and children in order to help them find satisfactory ways of coping with problematic social situations.

Determines clients needs for protective services or recommends legal alternative on matters within guidelines and objectives of program policies; counsels clients and family to appropriate placement and treatment; completes home study investigation for appropriate placement; provides counseling, support sessions, individual counseling and crisis counseling; develops case plan and social summaries; attends case staffing; evaluates and re-writes treatment plans; prepares required reports; makes referrals to other resources based on interviews, conditions, and other assessments.

Receives and processes intake applications; conducts facility site visits to follow up on client's progress; serves as liaison for the client and family with other resources and providers; meets and maintains contact with other resources for services; works with courts regarding guardianship; provides training for client and family including but not limited to CPR, nutrition, parenting skills, prevention, and detection of child abuse and prevention of infectious diseases; attends training, workshops, conferences, seminars, and meetings.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of resources, treatment facilities, and educational programs available to clients.

Knowledge of a para-professional nature of the theories of human behavior.

Knowledge of tribal codes, court systems and their applications.

Knowledge of various social service agencies throughout the Navajo Nation.

Skill in dealing with clients.

Skill in giving consideration to cultural strengths and differences.

Skill in interacting with people from multiple cultures, social backgrounds, and spiritual beliefs.

Skill in preparing clear and concise personal histories and factual reports.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate physical effort in providing social services eligibility determinations for disadvantaged clientele.

MINIMUM QUALIFICATIONS: An Associate's degree in Sociology, Social Work, Psychology, or related field; and three (3) years experience in providing social service to disadvantaged clientele; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

THE NAVAJO NATION

Class Code: 3707
Community Education and Counseling Series
Social Science and Welfare Group
Overtime Code: Non-Exempt
Pay Grade: 60

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Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.