

SENIOR CASE WORKER

DEFINITION: Under general supervision, performs work of moderate difficulty providing direct social services to individuals, families and others, including areas such as personal and family adjustments, finances, employment and/or other physical, psychological, or social factors; position requires independent judgment and responsibility; 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:

Conducts personal interviews to obtain information and to determine eligibility; explains and interprets policies and procedures in area of requested service; assists clients in filling out application including making collateral contacts with state, federal, and Navajo Nation offices in establishing eligibility; identifies related needs and provides auxiliary services by working with clients/families in obtaining or making use of available resources.

Identifies specific service providers; monitors, reviews and authorizes services; coordinates and collaborates with service providers to provide follow up and one to one service to clients; refers clientele to available resources for assistance; performs case reviews in coordination with service providers; develops and implements individual service plans based on needs assessment; conducts periodic evaluation and follow up of client progress; investigates cases.

Prepares case narratives to establish case record; maintains and ensures confidentiality of case records; documents information pertinent to client's progress, assessments, psychiatric evaluation, admission/discharge and case manager notes; arranges and conducts home visits with client and/or family; counsels clients in the areas of self-sufficiency, budgeting, personal hygiene, education, employment/training, abuse, exploitation and neglect; may file cases with courts and provide testimony; attends meetings, training and workshops.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of applicable Navajo Nation, federal, state and local laws, ordinances, statutes, rules, regulations policies and procedures.

Knowledge of principles and practices of social and human services work.

Knowledge of Navajo Nation, federal, state and local resources available.

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.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves light to moderate effort in the provision of social services to disadvantaged people.

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MINIMUM QUALIFICATIONS:

- An Associate's degree in Human Services, Social Work or related field; and two (2) years of social services to disadvantaged people.

PREFERRED QUALIFICATIONS:

- Two (2) years of experience in case management, human services, social work or related experience.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.

Supplemental Information:

Persons hired in this position must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

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.