



Muscogee (Creek) Nation
Human Resource Management Services

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 02/11/2021	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: CASE MANAGEMENT SPECIALIST			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: CHILDREN FAMILY & SERVICES	Location: Okmulgee	Location Code: 93	FT/PT 1-Full Time

COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:	Under the Supervision of the Family Protection Team Program Manager, the Case Management Specialist shall be responsible for developing and maintaining the CFSA case file management and computer database systems. The Case Management Specialist shall perform the following: receive and document reports of child abuse and neglect and voluntary requests for program assistance; coordinate with the Citizenship Office to determine eligibility of clients for program services; respond to state courts, child welfare agencies and other entities inquiring about the eligibility or membership of children pursuant to the Indian Child Welfare Act; provide program information to individuals and agencies inquiring about program services; refer individuals and agencies to appropriate tribal, community and state resources when necessary. The Case Management Specialist shall be knowledgeable of the following principles and practices of social work; child abuse and neglect issues; community, tribal and state resources; basic court terminology and procedures; current computer programs and applications.
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Assist CFSA programs in the management of program case files. 2. Assist CFSA programs in the development and maintenance of a computer database system. 3. Receive and document child abuse and neglect reports. 4. Receive and process legals and documents related to CFSA case files received by mail, email and fax. 5. Receive and document requests for programs assistance. 6. Contact the Citizenship Office and verify tribal eligibility and membership. 7. Respond to state courts, child welfare agencies and other entities regarding tribal eligibility and membership. 8. Refer clients to appropriate tribal, community and state resources. 9. Maintain statistical information and generate weekly, monthly, quarterly and/or annual statistical and/or narrative reports. 10. Prepare case files with appropriate documentation, including eligibility/enrollment information and narratives. 11. Maintain confidentiality of CFSA programs and cases.



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	12. Participate in CFSA and ICW staff meetings. 13. Attend trainings, workshop or other educational programs. 14. Perform other duties as assigned.
Minimum Requirements:	Associate's or Bachelor's Degree in Social Work or other relevant human service field, or education and experience equivalent to a Bachelor's degree, two (2) year experience in social services and knowledge of computer programs and applications.
Preferred Requirements:	Bachelor's Degree in Social Work or other relevant human service field, one (1) year experience in professional social services and certification/education in Computer Information Systems/Information Technology. Special Considerations - Knowledge of Muscogee (Creek) language and culture.
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

Competencies:

- Customer Service:** Responds promptly to customer needs.
- Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control.
- Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Participates in meetings.
- Written Communication:** Writes clearly and informatively; Able to read and interpret written information.
- Teamwork:** Balances team and individual responsibilities.
- Visionary Leadership:** Inspires respect and trust.
- Ethics:** Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support:** Follows policies and procedures; Supports organization's goals and values.
- Quality:** Demonstrates accuracy and thoroughness.
- Quantity:** Completes work in timely manner.
- Safety and Security:** Observes safety and security procedures.
- Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction.

Physical Demands:

While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move: Up to 50 lbs. Up to 100 lbs. Over 100 lbs.
 Physical Exam Required



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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed:

- | | | |
|--|---|---|
| <input type="checkbox"/> Fumes or airborne particles | <input type="checkbox"/> Outside weather conditions | <input type="checkbox"/> Toxic or caustic chemicals |
| <input type="checkbox"/> Risk of electrical shock | <input type="checkbox"/> Vibration | <input type="checkbox"/> Loud Noise |

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.