



**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 08/25/2021	Employee Requisition Number	<b>JOB OPPORTUNITY</b>	
Title/Position: <b>CASE MANAGEMENT SPECIALIST</b>			
Pay Grade SG 11	Salary Range \$35,859-46,820	Classification Full Time	
Department: TANF	Location: Okmulgee	Location Code: 96	FT/PT 1-Full Time

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

General Summary:	Case management specialist performs complex and specialized TANF eligibility and grant determination assignments. Responsible for applying policy and procedures to determine eligibility for assistance and provides counseling referrals and advice to support academic, personal and social development of participants. Promotes career readiness and develops employment through work experience and subsidized employment opportunities for participants by performing the following duties:
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> <li>1. Responsible for development and ongoing monitoring of participants' progress towards goals established in the personal responsibility plan (PRP).</li> <li>2. Determines benefit eligibility, identifies need for ancillary services/payments within approved program policy or makes appropriate referrals to other staff and community resources for immediate services and assistance and generates applicable payment</li> <li>3. Assist client to modify attitudes and patterns of behavior by increasing understanding of self, personal problems and participant's part in creating them</li> <li>4. Determines when a participant does not comply with program requirements and applies sanctions/closure as mandated within established timelines</li> <li>5. Assist and refers participants to other services, including but not limited to childcare, job placement, educational facilities, and any necessary intervention services</li> <li>6. Monitors and maintains case files on individual participant achievements, work participation activities, and participates with client and relevant staff in the development of the PRP toward goals</li> <li>7. Conducts home visits with participants</li> <li>8. Maintains strict confidentiality of all facets of programs and participant records</li> <li>9. Ensures accuracy and completeness of case records in the electronic case management system and case files</li> <li>10. Organizes caseload, maintains compliance with program policies and procedures and ensures that delegated tasks are completed by</li> </ol>



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	<p>appropriate staff</p> <ol style="list-style-type: none"> <li>11. Maintains a case log for all participants</li> <li>12. Collects, organizes and analyzes information about individuals through assessments, interviews and professional sources.</li> <li>13. Works with career specialist to formulate a plan for a smooth transition into community employment</li> <li>14. Ability to deal with difficult and irate participants</li> <li>15. Ability to deal with hard to serve participants</li> <li>16. Participates in staff meetings and trainings to support the quality of services being delivered at the highest standards</li> <li>17. Stays abreast of new developments, methods and techniques in the field related to employability of hardest to serve and economically disadvantaged</li> <li>18. Establish rapport and develop a positive working relationship with participant</li> <li>19. Encourage and motivate participants to reach employment goals utilizing motivational interviewing techniques</li> <li>20. Work as part of a team including co-workers, partner agencies and an active member of the case review</li> <li>21. Participate in training areas related to improvement of service delivery</li> <li>22. Compiles and studies occupational, educational and economic information to aid participants in making and carrying out vocational and educational objectives</li> <li>23. Participates directly with the business community, personal contracts and referrals to inform them of the job placement services offered by the program and solicit job placement opportunities</li> <li>24. Locate and secure trainings with local colleges, schools, services and vocational centers for participants</li> <li>25. Develop and promote work experience and subsidized employment sites and assist in writing contracts, terminate sites as necessary. Generate subsidized employment payments</li> <li>26. Provide one on one coaching and guidance in employment search and life skills management, and provide problem solving support in resolving issues to retain employment</li> <li>27. Encourage and motivate participants to reach employment goals utilizing motivational interviewing techniques</li> <li>28. Other duties as assigned</li> </ol>
<p>Minimum Requirements:</p>	<p>Bachelors Degree from an accredited college or university. 1 Year experience in social work or related field. Excellent customer service skills and must be organized.</p>
<p>Preferred Requirements:</p>	<p>Minimum requirements plus 2 years experience in social work or related field.</p>
<p>Valid Oklahoma Driver's License required?</p>	<p>Yes</p>
<p>Please list any additional licenses required:</p>	<p></p>



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#### 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

#### 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:

- Fumes or airborne particles       Outside weather conditions       Toxic or caustic chemicals
- Risk of electrical shock       Vibration       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.