



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 11/23/2021	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: INTAKE SPECIALIST			
Pay Grade SG 9	Salary Range \$28,308-36,940	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 Manager, the Intake Specialist shall be responsible for developing and maintaining the CFSA case file management and computer database systems. The Intake 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 Intake Specialist shall be knowledgeable of the following; principals 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. Receive and document child abuse and neglect reports on Client Intake Form. 2. Receive and document requests for program assistance on Client Intake Form. 3. Contact the Citizenship Office and verify tribal eligibility and membership. 4. Respond to state courts, child welfare agencies, and other entities regarding tribal eligibility and membership. 5. Refer clients to appropriate tribal, community and state resources. 6. Maintain efficient management of case files and computer database system. 7. Maintain statistical information and generate weekly, monthly quarterly and/or annual statistical and/or narrative reports. 8. Prepare case files with appropriate documentation, including eligibility/enrollment information and narratives. 9. Maintain confidentiality of CFSA programs and cases. 10. Participate in CFSA and ICW staff meetings. 11. Attend trainings, workshops or other educational programs.



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	12. Perform other duties as assigned.
Minimum Requirements:	High school diploma and one (1) year experience in professional social services.
Preferred Requirements:	Associate's Degree in Social Services or other relevant human service field, two (2) years experience in professional social services. 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

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



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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.