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	Employee Requisition Number	JOB OPPORTUNITY
09/15/2022	ER-22414	

Title/Position:

INTAKE COORDINATOR

Pay Grade	Salary Range	Classification	
SG 12	$40,372-52,728	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 CFSA Director, the Intake Coordinator shall be responsible for developing and maintaining the CFSA intake processes and the daily supervision of intake staff. The Intake Coordinator shall oversee the following intake processes: 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 Coordinator 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:	1. Coordinates activities of intake staff. 2. Receive and document child abuse and neglect reports on Client Intake Form. 3. Receive and document requests for program assistance on Client Intake Form. 4. Contact the Citizenship Office and verify tribal eligibility and membership. 5. Respond to state courts, child welfare agencies, and other entities regarding tribal eligibility and membership. 6. Refer clients to appropriate tribal, community and state resources. 7. Review intake records to ensure completeness, accuracy and timeliness. 8. Maintain efficient management of case files and computer database system. 9. Formulates procedures for systematic retention, protection, retrieval, transfer and disposal of records. 10. Maintain statistical information and generate weekly, monthly

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	quarterly and/or annual statistical and/or narrative reports. 11. Ensure case files have appropriate documentation, including eligibility/enrollment information and narratives. 12. Work directly with the Director in overseeing the intake staff, their duties and processes. 13. Maintain confidentiality of CFSA programs and cases. 14. Participate in CFSA and ICW staff meetings. 15. Attend trainings, workshops or other educational programs. 16. Perform other duties as needed or upon request of the Director.
Minimum Requirements:	Associate's Degree in Social Services or other relevant field, two (2) years experience in professional social services.
Preferred Requirements:	Bachelor's Degree in Social Services or other relevant field. Knowledge of child welfare. 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:

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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.

MCN Policy Requirements:
All Employees are subject to pre-employment background checks and drug testing. According to MCN Policy Section 502:Page 12/Section 503 110-111. All applicants must pass a drug test before beginning work. Any candidate who fails or refuses a drug test shall be withdrawn from employment consideration.