SAFETY SENSITIVE POSITION
Muscogee (Creek) Nation
Human Resource Management Services
Employee Requisition

<table>
<thead>
<tr>
<th>Submitted Date</th>
<th>Employee Requisition Number</th>
<th>JOB OPPORTUNITY</th>
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<tbody>
<tr>
<td>10/12/2023</td>
<td>ER-24068</td>
<td></td>
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Title/Position: OMBUDSMAN

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<tr>
<th>Pay Grade</th>
<th>Salary Range</th>
<th>Classification</th>
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<tbody>
<tr>
<td>SG 13</td>
<td>$45,448-59,342</td>
<td>Full Time</td>
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<thead>
<tr>
<th>Department:</th>
<th>Location:</th>
<th>Location Code:</th>
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<tbody>
<tr>
<td>ELDER SERVICES</td>
<td>Okmulgee</td>
<td>97</td>
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<tr>
<th>FT/PT</th>
<th>1-Full Time</th>
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COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:
The Muscogee (Creek) Nation Long-Term Care (MCN/LTC) Ombudsman Program promotes and protects the health, safety, welfare and rights of MCN citizens who are residents of LTC facilities including Nursing Homes, Assisted Living Facilities, Residential Care Facilities and Intermediate Care Facilities for Intellectually Disabled Individuals. The MCN LTC Ombudsman is under the supervision of the Adult Protective Service Manager. The Ombudsman will be responsible for receiving complaints of violations(s) of resident’s rights from MCN elders and/or other incapacitated adults who are residing in LTC facilities or complaints from family and/or friends.

The MCN Ombudsman shall be knowledgeable of the following: Principles and practices of social work; human development stages; emotional, physical, and mental needs of elders and/or incapacitated adults; basic court terminology and procedures; and Muscogee culture, traditions and language.

Principal Duties and Responsibilities:
- Make regular and routine inspections of all nursing homes within the MCN Reservation to determine the health and well-being of MCN elders/incapacitated adults and to be available to the residents of these LTC Facilities.
- Receive reports of complaints made by or on behalf of Tribal citizens who are residents of LTC facilities within the MCN Reservation.
- Conduct investigation and provides resolution of the complaint(s) and work cooperatively with facility Administrators and staff.
- Provide consultation to State Long-Term Care Ombudsman on issues and needs when necessary.
- Conduct investigations of allegations of abuse, neglect, or exploitation involving MCN elders and/or other adults residing in LTC facilities located within the jurisdictional boundaries of the Muscogee Nation and/or collaborate with OKDHS Long-Term Care Investigations Unit as necessary.
- Coordinate with OKDHS Ombudsman, Lighthorse Administration or other law enforcement, tribal and state courts, medical and/or mental
### Muscogee (Creek) Nation
#### Human Resource Management Services

**Employee Requisition**

| Health providers and other tribal and community service providers to resolve complaints. |
| • Assess the social, emotional, physical, mental, environmental, and financial circumstances of each Muscogee (Creek) elder or other adult during assessment/investigation. |
| • Provide written reports on investigative findings and resolution to Elder Services Director, Cabinet Secretary for Community and Human Services, Attorney General and prepare investigative reports, court reports, and other legal documentation as necessary. |
| • Participate in weekly staff meetings. |
| • Attend multi-disciplinary team meetings. |
| • Attend trainings and workshops. |
| • Develop and conduct in-service training, public presentations and educational workshops for law enforcement, medical and mental health professionals, and other tribal and community agencies. |
| • Maintain efficient management of caseload and case files. |
| • Complete weekly, monthly, quarterly, annual statistical and/or narrative reports. |
| • Maintain confidentiality of Ombudsman cases and other Elder Service Programs. |
| • Perform other duties as assigned. |

| Minimum Requirements: | Bachelor’s Degree in Social Work or other relevant human service field and one (1) year of experience working with incapacitated adults and/or elders. Knowledge of Muscogee (Creek) language and culture. |
| Preferred Requirements: | Master’s Degree in Social Work or relevant human service field. |
| Valid Oklahoma Driver’s License required? | Yes |
| Please list any additional licenses required: | |

**Customer Service:** Responds promptly to customer needs; Responds promptly to voicemails and emails.

**Professionalism/Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control; Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position.

**Time Management:** Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.

**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.

**Analytical Skills:** Collects and researches data; Uses intuition and experience to complement data.

**Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views. Gives and welcomes feedback; Contributes to
building a positive team environment; Supports everyone’s efforts to succeed.

**Leadership:**
- Inspires respect and trust; Motivates and effectively influences others;
- Provides appropriate recognition; Identifies and resolves problems in a timely manner; Uses sound judgement; Makes timely decisions.
- Works within the approved budget; Conserves organizational resources.

**Ethics:**
- Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Adheres to policies and procedures.

**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, including cyber security.

**Attendance/Punctuality:**
- Regular and on time attendance. Arrives at meetings and appointments on time.

**Dependability:**
- Follows instructions, responds to management direction; Takes responsibility for own actions.

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**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:
- ☐ Fumes or airborne particles
- ☐ Outside weather conditions
- ☐ Toxic or caustic chemicals
- ☐ Risk of electrical shock
- ☐ Vibration
- ☐ Loud Noise

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**Would this Open Position be considered a Safety Sensitive Position?**  Check All that Apply

Note: If any box is checked THIS IS A SAFETY SENSITIVE POSITION (No failed drug test is tolerated).

- ☐ The handling, packaging, processing, storage, disposal or transport of hazardous materials.
- ☑️ The operation of an MCN vehicle as part of your primary job function, operation of equipment, machinery or power tools.
- ☐ Repairing, maintaining or monitoring the performance or operation off any equipment, machinery or manufacturing process (preparing food where knives and kitchen equipment is used), which could result in injury or property damage.
- ☐ Performing Firefighting, First Responder or EMT duties.
☐ The operation, maintenance or oversight of critical services and infrastructure including but not limited to,
  electric, gas, and water utilities, power generation or distribution.
☐ Dispensing Pharmaceuticals.
☐ Direct patient care or Direct Child, Elderly, or Disabled care.
☐ An individual performing security, surveillance or law enforcement duties.
☐ Jobs/positions within MCN governed under the rules/jurisdiction of the Dept. of Transportation.
☐ None of these apply.

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.

Medical Marijuana License Holder Protection and Non-Discrimination
A. Unless a failure to do would cause The Muscogee (Creek) Nation to imminently loose a monetary or licensing related benefit under federal law or regulations and with the exception of employees whose jobs are safety sensitive or primary job function is driving, The Muscogee (Creek) Nation shall not discriminate against a person in hiring, termination, or imposing any term or condition of employment or otherwise penalize a person based upon either: a. Solely, the person's status as a medical marijuana license holder; or b. Solely, the results of a drug test showing positive for marijuana and its components. B. Employees that are medical marijuana card holders shall not use, possess or be under the influence while at their place of employment or during hours of employment.