



Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

ADMINISTRATIVE ASSISTANT-ICW

Position Description

Opens: March 24, 2023			
Closes: March 31, 2023			
Department:	Health & Human Services	Reports to (title):	Indian Child Welfare/ Victim Services Manager
Job Code:	N-8	Job Location:	Bois Forte Family Health Services, Nett Lake, MN
Pay Range:	Min: \$15.15 Mid: \$18.94 Max: \$22.72	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full Time	Effective Date:	10/31/2022
		Revised Date:	02/22/2023

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as “Band”).
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver’s license and insurance.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

Administrative Assistant Indian Child Welfare will be greeting and assisting visitors, answering phone calls, performing clerical functions, perform front desk reception duties, and provide administrative support. Services as administrative support for management and staff to improve the overall operations, effectiveness, and efficiency of the organization goals. Resources for staff and public to facilitate positive effective communication and to assist in clerical support and organization of general programming.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Greets all visitors and clients in a welcoming manner and receives incoming phone calls, and coordinates responses, while providing efficient services and accurate information to present a professional image.
2. Observes and listens to visitors interests and assist to the appropriate department.
3. Handles incoming and outgoing U.S. mail by documenting, date stamping, and distributing to the appropriate staff.
4. Transmits and receives various information via electronic fax messages. Ensures proper clearance is obtained and routes to appropriate employees.
5. Ability to organize work effectively and priorities under timeline pressure; and able to handle multiple tasks with attention to detail and adopt to frequently changing work demands.

Position Description

6. Meetings and Trainings, maintain professional when attending, scheduling, coordinates, and arranges meetings, including making hotel reservations, scheduling rooms, scheduling participants, notifying staff and other agencies, taking and type minutes.
7. Shall maintain a minimum of 20 hours per year of training pertaining to job duties.
8. Handles company vehicle maintenance and appointments.
9. Handles Requisitions, Purchase Orders and Check Request for the department.
10. Handles office supplies, inventory sheet, cleaning supplies.
11. Maintain a clean, safe work environment by fulfilling daily cleaning, in waiting area and sanitation office area.
12. Writes letters/memos and other correspondences, as needed for staff.
13. Organizes and maintains files, records, manuals, policies, and procedures, and other documents.
14. Will provide transportation as needed for client/family, transport client/family personal belongings and program supplies.
15. Assess the need for and obtain resources for the families.
16. Maintain case processing by coordinating ICWA Enrollment variation notices, letters, and data system. Examine legal documents received and stamp all filings.
17. Strong computer knowledge and experience to enter information into child welfare database system and retrieves information as needed.
18. Excellent human relation skills and ability to work effectively with public and staff. Participate in goal setting for Bois Forte functions and teamwork with other staff members.
19. Communicates with and works closely with the Manager, other agencies, and to relaying critical information and coordinating duties.
20. Strictly adhere to the Data Privacy Act, HIPAA regulations, policies, and procedures of the program.
21. Adheres to the requirements of a mandated reporter; submits reports and reports child maltreatment in accordance with the Tribal, State and Federal mandated reporting law requirements.
22. Must have no criminal record or documented conduct pursuant to the convicted of certain types of crimes and mandated by the Indian Child Protection and Family Violence Act, and Public Law 101-630.
23. As an employee of the Bois Forte Reservation, will follow the Bois Forte Procurement Policy and any other applicable procurement requirements when obtaining goods and/or services for the Bois Forte Band of Chippewa.
24. Performs other duties as assigned, specific to the assigned department.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Six months of experience in an office environment, Customer Services training or experience. |
| Education: | <ul style="list-style-type: none">• High school diploma or General Education Degree (GED). |
| License/Certification: | <ul style="list-style-type: none">• Must possess a valid driver's license, be insurable under the Band's RTC Automobile Policy, and be eligible to drive under any other motor vehicle use policies applicable to the position. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Knowledge of direct program services involving current standards in health care, child welfare, behavioral health, substance use, victim services, housing, elder & vulnerable adult, education, community referrals, to provide advocacy and enhance client functioning and access to identified community resources.• The incumbent shall require knowledge of Human Services Related Field and Procedures along with educational or previous work experience with customer service.• Knowledge to provide client with quality standards of services, evaluation of client satisfaction, and supportive services. |

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- Knowledge and ability to use computer software applications, internet, email, drafting documents, prepare reports, search for and compile data, data management and tracking.
- Knowledge and ability to strictly adhere to the Data Privacy Act, HIPAA regulations, policies, and mandating reporting, and procedures of the programs.
- The incumbent shall have knowledge of services available in the community, how to make appropriate referral to community and other agencies for services and the ability to coordinate services.
- The incumbent must be able to become knowledgeable of laws, legal codes, and agency rules.
- Strong work ethic, maintain proper attendance, be dependable and on time, work flexible schedule and be able to follow and adhere to applicable policies.
- Effective listening and giving full attention to what other people are saying, taking time to understand points being made,
- Strong verbal and good communication skills, deliver information effectively, and speak clearly, ask questions as appropriate, and not interrupting.
- Skills for writing, understanding, documenting, accurate, and prepare report, correspondence, and researching.
- Self-motivating skills, adoptable to changes and be able to work independently, as well as with others, and accept supervision.
- Strong organizational skills, maintain clean office area, filing, compiling information, maintain records, and prioritize issues.
- Skills in operation of modern office equipment such as computer, facsimile, copier, scanners, telephone,
- Ability to multi-task with frequent interruptions and manage projects with varying deadlines.
- Ability to learn from trainings and apply to work performed.
- Ability to maintain documents, track referrals and enter electronic data accurately and promptly.
- Ability to provide excellent customer service skills, work as a team member, and work cooperatively with other agencies.
- Ability to handle crisis situations and intervention, respond and function in high stressful situations, or difficult situations and/or individuals, to deescalate individuals/families in uncooperative situations.
- Ability to comprehend Tribal, State and Federal laws, legal codes, court procedures, licensing standards, government regulations, executive court orders, agency policies and procedures, and ethics.
- Ability to be a mandated reporter, write/submit reports, and report child maltreatment in accordance with the Tribal, State, and Federal mandated reporting law requirements.
- Ability to organizes, facilitate, and conduct meetings, attend team meetings, present ideas, and information.
- Ability to maintain self-care, be self-aware, and self-regulate, be able to ask for assistance when experiencing secondary work trauma.
- Ability to communicate directly to Supervisor to ensure program and organization is represented in a professional manner.

PREFERRED QUALIFICATIONS

- One year of experience in a professional office environment.

Position Description

WORK ENVIRONMENT

- Work environment:** The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
- Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
- Mental demands:** There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background Investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug Screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at www.boisforte.com to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Specialist 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-6781, hrgeneralist@boisforte-nsn.gov Applications received after the closing date will not be accepted.