



Bois Forte Band of Chippewa

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

INTAKE COORDINATOR/CASE AIDE

Position Description

Opens: October 10, 2024 Closes: October 23, 2024			
Department:	Health & Human Services	Reports to (title):	Community Health Program Manager
Job Code:	N-10	Job Location:	Bois Forte Service Delivery Area- Nett Lake, MN
Pay Range:	Min: \$17.02 Mid: \$21.28 Max: \$25.53	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full Time	Effective Date:	08/19/2024
Indian Child Protection Background:	Yes	Revised Date:	08/19/2024
Telecommute:	No		

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.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

The Intake Coordinator/Case Aide is the first stop for accessing the Bois Forte Health and Human Services Programs. They will complete the initial intake assessment with clients to determine the needs of the client. Their primary responsibility is to facilitate access to health and human service programs and other community services. This position provides paraprofessional support to administration and health and human service staff, requiring knowledge of internal agency programs, procedures, and practices. Serves as liaison between the general public and agency staff. Supports work with clients on existing case plans.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Greet and provide courteous, high-quality service to the public by asking questions to determine client needs and directing them to the appropriate staff member.
2. Assist in gathering information and in proper completion of forms.
3. Answer phone calls, scans/photocopies documents, processes incoming and outgoing mail.
4. Explain available health and human service programs such as: mental health, medical, dental, substance use, social services, income maintenance, public health, and other community programs and services to individuals or groups.
5. Compose, type, and edit correspondence. Create newsletters, articles, brochures, and forms. Create and maintain data entry systems.

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6. Oversee the intake and coordination of new client assignments, and care coordination with case managers, to ensure a smooth transition from intake process to assessment and enrollment. Explain the available health and human service programs to individuals and groups before assigned to case manager.
7. Collaborate with case managers and other staff to identify immediate needs and current services.
8. Meet with clients to gather and submit necessary documentation as part of the enrollment process.
9. Generate reports required to meet state and federal requirements.
10. Identify potential interventions for clients who may be in crisis and link them to the resources needed.
11. Determine eligibility of clients for Tribal, state, and federal programs, both initially and ongoing, and maintain complete and accurate records on client eligibility.
12. Follow guidelines for each program to ensure compliance.
13. Complete intake forms, documentation, and data entry for programs that require it. Route documents to correct staff for client files.
14. Maintain client and activity records according to best practices and program requirements.
15. Assist staff with direct client services and transportation.
16. Attend training and department meetings as needed.
17. Participate in special projects and program development/evaluation.
18. Perform clerical functions as assigned.
19. 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.
20. Perform other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Two years of experience in Social Work, case management or related field or• Four years lived experience utilizing social service programs, such as MA, SNAP, energy assistance, housing stability programs, General Assistance, MFIP, emergency shelter, section 8, and/or waived services, can be substituted for work experience. |
| Education: | <ul style="list-style-type: none">• AA Degree preferably in Social Work, Psychology, or Social Services related field, or• An additional two years' experience in social work or related job can be substituted for education, or• An additional four years lived experience utilizing social service programs, such as MA, SNAP, energy assistance, housing stability programs, General Assistance, MFIP, emergency shelter, section 8, and/or waived services, can be substituted for education. |
| License/Certification: | <ul style="list-style-type: none">• Homeless Management Information System (HMIS) Licensure within 45 days of hire• Valid driver's license, access to reliable vehicle with current insurance. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Knowledge of Bois Forte, its culture, and people.• Ability to assess and make decisions regarding which programs a client may be eligible for.• Ability to work independently and as part of a team.• Knowledge of current standards in mental health, housing/homelessness, public health, and public welfare, and Federal, State, and Tribal programs in these fields to provide advocacy and enhance patient 's functioning and access to identified community resources.• Demonstrates ability to deliver services from a client centered approach.• Experience interviewing clients, individuals, and families to collect data to determine what services are needed.• Ability to collaborate with diverse teams such as healthcare providers, mental health professionals, and community agencies.• Experience in linking clients, individuals, and families to specific healthcare, mental health, and community-based programs.• Demonstrated experience researching, compiling information, and preparing newsletters and brochures. |

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- Ability to work in a professional manner, with courtesy and tact, and maintain confidentiality and security of documents and information.
- Must possess strong organizational skills, initiative, and follow-through.
- Computer literate and skilled in use of MS Windows-based programs, including MS Office (Word, Excel, PowerPoint).
- Knowledge of the rules of confidentiality, Data Privacy Act, mandatory reporting laws, HIPAA requirements, and organizational policies and procedures.
- Knowledgeable of information management and data systems.
- Knowledgeable of programs offered by Bois Forte, counties, and the state, to assist those seeking services.

PREFERRED QUALIFICATIONS

- Bachelors in one of the behavioral sciences or related fields from an accredited university or college.

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 40 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

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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 complete 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.