Bois Forte Band of Chippewa

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

SUBSTANCE USE DISORDER SERVICES COORDINATOR

Position Description

Opens: October 20, 2026 Closes: October 26, 2026			
Department:	Health & Human Services	**Reports to (title):**	Substance Use Disorder Program Supervisor
Job Code:	N-8	**Job Location:**	Bois Forte Human Services-Nett Lake and Vermilion, MN
Pay Range:	Min: $16.05 Mid: $20.06 Max: $24.07	**Supervises:**	None
Hours/week:	40	**Classification:**	Non-Exempt
Type of Position:	Full-Time	**Effective Date:**	08/27/2026
Indian Child Protection Background:	Yes	**Revised Date:**	08/27/2026

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 SUD Services Coordinator will be responsible for being the program’s initial contact by receiving and responding to all phone calls regarding program/services inquiries and scheduling appointments for providers. The SUD Services Coordinator will also provide all receptionists, clerical, organizational, and data reporting support to the Behavioral Health department. The SUD Services Coordinator will be in charge of the front desk area of the SUD unit, and they will provide a welcoming and professional atmosphere for clients and visitors.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Handle all internal and external referrals for the SUD Department and sets up appointments with appropriate provider.
2. Handle all intake calls and appointment scheduling for SUD providers. Enter all appointments in the electronic medical record system.
3. Welcome clients and visitors by providing positive, welcoming, customer service-oriented experience and determining nature of business, announcing clients or visitors to appropriate personnel.
4. Make friendly appointment reminder calls to clients.
5. Ensure verification and eligibility of all insurances of clients. If clients do not have insurance, refer to insurance navigators for help in accessing and applying for insurance.
6. Receive, sorts, and deliver all interoffice and regular mail and package deliveries to appropriate personnel and departments.

7. Answer incoming telephone calls, determines purpose of call and forwards calls to appropriate personnel or department.
8. Maintain incoming and outgoing faxes for the department staff.
9. Perform any clerical support duties for all SUD staff such as but not limited to filing, copying, typing, scanning, etc.
10. Perform check-in and registration to clients at their appointments using the electronic medical record system.
11. Perform any data entry and generate/compiles any reports as needed.
12. Manage all the proper release of confidential SUD department medical information that is requested.
13. Keep front desk area, workstation, and department break room stocked, clean, and organized.
14. Order and maintains all supplies and department inventory.
15. Attend meetings pertaining to the job as needed.
16. Follow HIPAA and Data Policy Act to ensure all client information is kept confidential.
17. Maintain appropriate boundaries with clients and employees while maintaining a professional relationship.
18. Assist with maintaining, organizing, and filing any client billing.
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

Experience:	• One (1) year experience working as a secretary or administrative assistant.
Education:	• High school diploma or equivalent.
License/Certification:	• Must possess a valid Minnesota 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:	• Must have excellent computer skills and knowledge. • Knowledge of SUD services and services coordination. • Experience working with electronic medical record systems, in particular EPIC system. • Ability to multi-task. • Must have excellent customer services skills and friendly attitude. • Excellent interpersonal skills in handling interactions with staff, other agencies, groups, and patients and families; capable of working with and actively participating with a diverse multi-disciplinary team. • Knowledge of the Data Privacy Act and HIPAA. • Basic knowledge of principles, procedures, techniques, trends, and literature of SUD (e.g., mental disorders, SUD, human development, social policy, developmental disabilities, cultural factors, etc.) in order to meet psychiatric SUD responsibilities. • Ability to handle sensitive situations in a calm, professional manner. • Demonstrates commitment to professional growth by attending in-service trainings and staff development programs and seeking out supervision when needed. • Ability to communicate effectively (written and spoken) with co-workers, clients, and outside parties. • Must be resourceful, take initiative, and have the ability to work with minimal direction and supervision. • Utilizes logical problem-solving techniques both independently and in collaboration with others in dealing with client and department needs. • Comply with the requirements of the Bois Forte Personnel Policy and the Bois Forte Code of Ethics. • Ability to work independently with minimal direction and within part of a team. • Excellent organizational and documentation skills.

- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available training and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- One (1) year experience working in a Human Services related field.

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. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps, and infectious body fluids.
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 over 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/employment 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.