



SOCIAL SERVICES REPRESENTATIVE

Department of Social Services

Reports to: Clinical Supervisory Social Worker

Salary / Hourly Range: 26

FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 02/14/2020

INTRODUCTION

This position consists of determining eligibility criteria for General Assistance, Indigent Burial, and Emergency Assistance to families and members of the Hopi Tribe. The work includes responsibilities requiring the ability to organize processes in accordance with Federal/State rules and regulations. Working and communicating well with a variance of people while providing quality services in cases involving considerable stress including unexpected loss, tragic deaths, and other sensitive and unforeseen situations.

The incumbent is under general supervision and line authority of the Clinical Supervisory Social Worker. The incumbent and supervisor, in consultation, define the objectives, priorities and deadlines and assist the incumbent with unusual situations which do not have clear precedents. The incumbent plans and carries out the successive steps and handles problems and deviation in the work assignment in accordance with instruction, policies, previous training or accepted practices in the occupation. Completed work is evaluated for technical soundness, appropriateness and conformity to policy and requirements.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Receives and reviews incoming applications for Social Services – General Assistance; Prepares appropriate forms and initiates process to determine eligibility requirements for services requested; signs and adheres to Hopi Guidance Center Confidentiality Agreement.
2. Assists clients seeking financial assistance under Social Services-General Assistance Programs by interviewing and/or referring clients to other agencies such as Temporary Assistance for Needy Families (TANF), Workforce Investment Act Program (WIA), and other resources; develops Individual Self-Sufficiency Plans (ISPs) for clients to help meet goals and objectives to gain employment through specific action steps to attain self-sufficiency.
3. Keeps updated and familiar with CFR Subchapter D-Human Services Part 20 to conduct reviews and re-determine eligibility with on-going General Assistance recipients every three to six months or whenever there is a change of status with clients; determine employable and unemployables and what earned income and unearned income includes.
4. Computes financial assistance payments and prorates recurring income in accordance with State guidelines and regulations; adheres to correct and appropriate procedures when an appeal is filed and ensures due process is fulfilled.
5. Works closely with families and individuals to provide burial costs for those who meet the eligibility criteria. Coordinates and collaborates with County and State Departments, Social Security and Veteran's Offices and other outside agencies along with mortuaries and funeral homes to ensure quality care is taken; assists families with correspondence, records and other forms needed to obtain death certificates and other pertinent information.
6. Provides Emergency Assistance to individuals and families when their home and personal possessions have been destroyed by fire, flood or other means.
7. Provides timely and accurate statistics and expense reports which is submitted to the Western Region Funding Agency on a Quarterly Analysis Report; these reports justify the need for the Hopi General, Burial and Emergency Assistance Programs.
8. Conducts consistent in-service training to all Social Services staff to obtain affluent knowledge and cross training.
9. Performs other related duties as assigned to achieve Tribal/Program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within/outside work area, clients, representatives from federal, state and county agencies, mortuary/funeral home managers, local community members and the general public. The purpose of these contacts is to exchange factual information, provide assistance/services and establish a network of working relationships.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

Work is performed in a standard office environment, in the client home and other community locations requiring normal safety precautions typical of office/meeting room, in the field and working around office machines/equipment. The work will required the incumbent to work beyond the normal working hours. Incumbent must be able to work well under stressful and sensitive conditions especially for burials given 4-daytimelines for return to Hopi, and maintain utmost confidentiality while dealing and assisting individuals and families. Moderate travel on and off the reservation will be required.

MINIMUM QUALIFICATIONS

Education: Two (2) year's post-secondary education in social services or related field;

AND

Experience: Three (3) year's work experience in social services field at a para-professional level;

OR

Equivalent combination of Education, Training, and Experience that demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the Western Region Human Services Gray Book consisting of CFR Subchapter D-Human Services Part 20 specifying General Assistance, Indigent Burial and Emergency Assistance.
- Knowledge of preparing statistical and expenditure reports using Excel spreadsheets.
- Knowledge of preparing narrative documentation for client cases and quarterly reports.
- Excellent verbal and written communication skills.
- Excellent interviewing skill for obtaining personal information.
- Skill in operating modern office machines/equipment and application software programs.
- Ability to maintain strict client confidentiality and information in compliance with quality assurance and professional standards.
- Ability to prepare clear and concise narratives for client files and reports.
- Ability to handle stressful and sensitive client situations while providing respectful and compassionate quality services.
- Ability to work independently and confer with supervisor when appropriate.
- Ability to work positively and effectively with co-workers, other agencies and the general public.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must not have been convicted of criminal misdemeanors at the local, state, or federal level within five (5) years of application.

DESIRED QUALIFICATIONS

Depending upon the needs of the Hopi Tribe, some incumbents may be required to demonstrate fluency in both the Hopi and English languages as a condition of employment.