



## **CASE AIDE**

Department of Social Services

Reports To: Director  
Salary/Hourly Range: 25  
FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 03/15/2021

### **INTRODUCTION**

This position is responsible for performing clerical work assisting higher level staff in providing a variety of services to families, children, and adults in various social services; under immediate supervision, performs related work as assigned.

### **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. Assists individuals and families with the application process; determines benefits for defined department programs.
2. Conducts home visits; establishes and maintains case files by updating progress notes and other documents.
3. Uses established system to manage client records and documents pertaining to client needs. Prepares required reports; logs in mail; establishes and maintains filing system.
4. Files and types documents (i.e., reports, memoranda, correspondence); answers telephones and assists callers or refers caller to more knowledgeable staff; provides support to the program staff by scheduling appointments, preparing appointment letters and other correspondence.
5. Develop and maintain a tracking system to have contact with clientele for a minimum of two years to enhance follow-up services.
6. Performs other duties as assigned or authorized to achieve Tribal/Program goals and objectives.

### **PERSONAL CONTACTS**

Contacts are with employees within/outside the immediate work area, communities, tribal, federal and state agency representatives, other related agencies and the general public. The purpose of these contacts is to coordinate, collaborate and facilitate the delivery of services and foster a network of services.

### **PHYSICAL EFFORT & ENVIRONMENTAL FACTORS**

The work is performed in a standard office environment, client's homes, and community setting. The incumbent is expected to maintain a flexible work schedule to meet the needs of the position. The incumbent may be subject to psychological stress and pressure. Travel on and off the reservation is required.

### **MINIMUM QUALIFICATIONS**

Education: High school diploma or GED equivalent;

AND

Experience: Two (2) years' work experience in office management performing technical administrative duties;

OR

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

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the programs available to clients.
- Knowledge of applicable tribal, federal, state and local laws, ordinances, statutes, rules, regulations, policies and procedures.
- Knowledge of the socio-economic, traditions and culture of the Hopi reservation.
- Knowledge of casework record maintenance procedures.
- Knowledge of modern office equipment/machines, and applicable software programs.
- Good verbal and written communication skills.
- Skill in evaluating clients to determine eligibility for programs for the underprivileged.
- Skill in interacting with people in all social, economic, cultural, spiritual, and emotional places.
- Skills in maintaining strict confidentiality of client information, files, etc.
- Skill in caseload management.
- Skill in collecting, maintaining and processing a variety of financial data efficiently.
- Ability to plan work routines and implement work assignments.
- Ability to interpret and apply eligibility criteria.
- Ability to follow verbal and written instruction to complete assignments.
- Ability to adhere to strict timeline/deadlines in completing tasks.
- Ability to maintain strict confidentiality of client information, files, etc.
- Ability to work independently and handle multiple tasks.
- Ability to establish and maintain effective working relationships with others.

### **NECESSARY SPECIAL REQUIREMENTS**

- 1) Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
- 2) Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license and complete/pass the Hopi Tribe's Defensive Driving course. 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 misdemeanors at the local, state, or federal level within the past five (5) years of application.