

**FORT BELKNAP INDIAN COMMUNITY  
656 AGENCY MAIN ST.  
HARLEM, MT. 59526**

**TITLE:** Office Assistant/Intake Specialist

**STATUS:** Permanent FT

**DEPARTMENT:** Tribal Planning

**WAGE:** \$13.00-16.48/per hr.

**PROGRAM:** 477 Employment & Training (Tiwahe)

**LOCATION:** 477 Agency Office

**SUPERVISION RECEIVED:** Under the direct supervision of the 477 Program Director

**SUPERVISION EXERCISED:** None

**NATURE AND PURPOSE OF WORK:**

The purpose of this position is to promote and support tribal individuals and/or families in reaching their full potential, becoming productive and self-sufficient/family orientated towards Tiwahe Program goals. Knowledge and ability to implement federal, state, Tiwahe plan and tribal laws and regulations; the Fort Belknap P.L. 102-477 Integrated Employment and Training Plan, Temporary Assistance to Needy Families (TANF) Plan, State TANF Policy and Human Services (DPHHS) Regulations, Department of Labor (DOL) Regulations, Work Force Investment Act (WIA), Bureau of Indian Affairs (GA), Higher Education, Johnson O'Malley (JOM), Adult Vocational Training and Employment Assistance, Tiwahe Program and any other programs that may be integrated into the P.L. 102-477 Tribal Plan.

**GENERAL DESCRIPTION OF DUTIES:**

- Main responsibility is to serve as Office Assistant/Intake Specialist to intake GA/TANF Cash assistance caseload and applications that are turned in. Must have some experience with 477 client training.
- **Determine eligibility** for all 477 Cash Assistance applicants by analyzing compiled verifications and documents at the time of incoming application & interview with client. Calculate benefits based on income guidelines, number in family and household status, utilizing the 477 Program eligibility requirements and income guidelines after the initial interview of applicant. Research and evaluate all resources, identify assets, income or household circumstances, requesting additional information if needed and will notify each applicant upon determination of services.
- **Maintain strict confidentiality at all times;** maintain a well-organized and efficient front office/reception area, perform diverse office procedures and secretarial tasks, while demonstrating a respectful and professional "first-contact" with the general public. Answers telephones when necessary.
- **Ability to explain and answer question regarding the 477 application,** manage the intake process, eligibility, interview the client. Develop and implement compliance checks on all case managers and assist case manager with correcting errors, reports, etc. Submits letter to client within appropriate time to acknowledge receipt of application.
- **Assists case worker in development of a "Case Plan" for the client** that establishes goals, requirements and objectives to self-sufficiency. Incumbent will utilize the case

plan as a map to make decisions regarding referrals, supportive services, counseling, incentives, training and other benefits that would meet the needs of each participant working toward self-sufficiency.

- **Case Management** - monitors compliance and completes redetermination of eligibility to ensure continued eligibility for program services. Must maintain accurate client files and incorporate into the case record changes in household circumstances through case notes that include the basis for the decision. Calculates and monitors cash benefits and vendor payments to the participant as well as comply with program requirements by providing the supervisor with monthly client information.
- **Serves as the Primary Timekeeper for all of the 477 Program staff.**

**KNOWLEDGE, SKILLS AND ABILITIES:** In depth knowledge of casework practices and principles, employment limitations, community resources, social and economic problems, technique of planning and organizing, public relations and employment trends is required.

Must be able to deliver any of the services offered by the (Tiwahe Plan) 477 Program.

Must possess the skills required to assume the duties of vacant or absent positions and subject to cross training that allows delivery of services to be tailored from a variety of available resources to meet the individualized need of each participant.

Must have the ability to recognize, analyze and help resolve complex human problems and exercise professional judgment when developing conclusions and decisions in order to negotiate and monitor the achievement of client goals as well as resources to obtain them.

Must have experience in the use of computer systems and their applications; Microsoft Word, Excel, etc.

Must have the ability to use oral and written communication effectively, in order to assess, evaluate, analyze, understand, inform and provide information to participants from diverse educational, social, economic and cultural backgrounds.

**EDUCATION:** This position must possess at least an Associate's Degree and/or Bachelors Degree in Social Work or Human Services, Family Science, Human Development and Counseling; or a combination of education and two years of experience in human services field.

**SPECIAL CONSIDERATIONS:** Incumbent must possess a valid State issued driver's license. Must be subject to and comply with the Fort Belknap Indian Community Council's Substance Abuse Prevention, Drug/Alcohol Free and Drug/Alcohol Testing Policy. Must subject to a background check as required for such employment as conducted by Fort Belknap Tribal Personnel Department.

**IMMIGRATION REFORM AND CONTROL ACT:** Requires that all individuals appointed to a position must present proof of employment eligibility. Successful applicants will be asked to produce documentation.