



Support Specialist

Department: Family Services	Reports To: Family Services Director	Status: Regular Full Time
Location: Anchorage	FLSA: Non-Exempt	Pay Range: 7,8,9

Purpose of Position

Under general supervision, provides administrative and program support of a highly responsible and confidential nature in achieving goals and objectives of the Family Services Department as managed by the Indian Child Welfare Act (ICWA) and the Tribal-State Support Services Funding Agreement. Assist in the development of processes, protocols and policies for program implementation.

Uphold the organization’s mission, and corporate values as well as demonstrate understanding of and compliance with organization’s policies and procedures.

Essential Functions

- Conduct Diligent Relative Searches to identify potential relative placements for tribal children in out-of-home care in compliance with the Fostering Connections to Success and Increasing Adoptions Act of 2008 and applicable policies and procedures utilizing State approved data-base systems.
- Complete and maintain written documentation of all search efforts and contacts to include data collection and reporting. Maintains statistical information for program reporting requirements. Maintains confidential client records per required standards and applicable Confidentiality Agreements.
- Communicate with potential relative placements to inform and obtain contact information and outline placement and permanency options per State and Federal requirements. Maintain a list of potential ICWA Compliant foster homes and adoptive families. Provide initial licensing assistance per the approved Scope of Work and State Licensing Standards.
- Conduct Tribal Enrollment research when State ICWA Notices are received. Request protective service reports and supporting documentation per the Tribal Agreement of Confidentiality. Accompany OCS Initial Assessment worker for investigative home visits for support, collaborative efforts and assessment per OCS Safety Threshold Criteria.
- Provides case coverage as needed.
- Provides support and coordination for teleconferences, in-person meetings, and special projects associated with the Tribal-State Compact Agreement and applicable Support Services Funding Agreements (SSFA).
- Occasionally attend evening out of town hearings or meetings, travel for case management purposes, and participate in trainings or to provide escort services for member children.
- Other duties as assigned.

Personal Traits:

Employees of Nome Eskimo Community are expected to promote the organization's mission and vision. Employees are expected to demonstrate integrity, professionalism, accountability, cooperation with and consideration of others.

Knowledge and Skills:

All employees are expected to have general knowledge of Alaskan Native culture, traditions, history, and needs as well as customer service skills and the ability to manage their time and organize their work to ensure efficient performance. In addition, all employees should have a general knowledge of computers, copiers, fax machines, and typical software, the ability to follow policy, procedure, instruction, communicate regularly with their supervisors, and the ability to understand and manage confidentiality.

Specific knowledge, skills and abilities required for position:

- Knowledge of ICWA federal requirements that apply to State Court proceedings, privacy laws, Tribe's role and responsibility to protect and advocate on behalf of NEC Tribal children and the ability to maintain strict client confidentiality
- Knowledge of the Alaska Court System and Office of and Children Services procedures and both agencies role and responsibility to Tribes.
- Must have case management experience with a working knowledge of the Alaska Court System filing requirements for applicable case types, and OCS practices in working with Tribes to protect tribal children and families.
- Ability to manage multiple priorities, must possess the ability to track complex networks and evaluate information for decision making purposes, must possess strong organizational skills
- Skill in oral and written communication, with skills in establishing and maintaining cooperative working relationships with others
- Knowledge of NEC programs and services and service providers for other social, behavioral, or health service referrals for clients in need of services outside of NEC.
- Knowledge of grant reporting requirements, with experience adhering to goals and objectives and governing policies

Minimum Qualifications

- **Education:** Associates Degree in applicable field is required. Progressively responsible professional work experience in a related field may be substituted on a year for year basis for degree requirement.
- **Experience:** At least 2 years of experience in child protective services, comparable work experience or demonstrated proficiency at NEC is required

Additional Requirements or Credentials:

- Must have a valid Alaska Driver's License

Physical Requirements and Working Conditions:

- Work is conducted in a standard office environment.
- Must be able to lift at least 20 pounds
- May be required to work outside the traditional work schedule occasionally
- Occasional Travel is Required

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Internal Approvals

Printed Name of Incumbent

Signature of Incumbent

Date

When possible, NEC will extend a Hiring Preference for employment to Alaskan Natives and Native Americans in accordance with section 7 (b) of Public Law 93-638, the Indian Self-Determination Act. NEC is also a drug free workplace. When required, applicants may be required to pass a criminal history check. Applicants that do not pass pre-employment requirements will not be considered.