



**Tribal Services Case Manager**

<b>Department:</b> Tribal Services	<b>Reports To:</b> Deputy Director	<b>Status:</b> Regular, Full-Time
<b>Location:</b> Nome	<b>FLSA:</b> Non-Exempt	<b>Pay Range:</b> 8,9,10

**Purpose of Position**

Under general supervision, provides administrative and program support of a highly responsible and confidential in nature to the Deputy Director in achieving goals and objectives of the Tribal Services Department.

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

**Essential Functions**

- Responsible for the planning and implementation of services that include higher education, vocational training, employment services, welfare assistance and burial assistance. Provides oversight for the administration of services to eligible tribal members.
- Assist with the development of activity plans, program reports and monitoring of budgets. Collaborate with community partners to increase student success and achievement in their higher education goals, and self-sufficiency in tribal members seeking financial assistance.
- Work with the schools to coordinate career development opportunities and academic success for NEC Tribal members enrolled to a public school. Work with students attending college, assisting with transitional needs, financial management, and finding resources at their location to achieve academic success.
- Responsible for the assessment of youth/adult needs and oversight for the development of personal, educational, and career development plans, and the coordination of services. Provide support to students seeking post-secondary education to achieve success in higher education, vocational training, and career development. Provide case management for clients seeking financial assistance by providing support in job seeking activities, higher education, and monitoring of client progress towards goals set to achieve self-sufficiency.
- Responsible for maintaining a client database to ensure statistical information is recorded for reporting requirements to funding agencies and tribal council. As requested, assist with the development of reports.
- Conduct reviews of services to evaluate and improve the quality of and delivery of services.
- Attend meetings and trainings that will enhance skills and knowledge of job responsibilities and services which may include traveling occasionally.
- 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 NEC programs and services, familiarity with college admissions procedures, financial aid, and student resources
- Knowledge of privacy laws and regulations, experience adhering to grant/federal requirements
- Knowledge of case management, office and filing procedures
- Strong oral and written communication skills, must have the ability to motivate students/tribal members to obtain educational and career goals, and self sufficiency for those seeking financial assistance
- Skill in establishing and maintaining cooperative working relationships with others
- Ability to manage multiple priorities, strong problem solving and analytical skills

### **Minimum Qualifications**

- **Education:** Associates Degree in Education, Social Services or a related field is required. Progressively responsible professional work experience may be substituted on a year for year basis for degree requirement.
- **Experience:** Must have at least 2 years comparable work experience or demonstrated proficiency at NEC.

### **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
- Travel occasionally for work related business and training.

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**

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Printed Name of Incumbent

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Signature of Incumbent

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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.