



SAFETY SENSITIVE POSITION

Muscogee (Creek) Nation

Human Resources Department

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 1/6/2025 11:28 AM	Employee Requisition Number ER-25130	JOB OPPORTUNITY	
Title/Position: CASE MANAGEMENT SPECIALIST II			
Pay Grade SG 13	Salary Range \$45,448-59,342	Classification Full Time	
Department: TANF CASE MANAGEMENT	Location: Okmulgee	Location Code: 96A	FT/PT Full Time

**COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
 MUSCOGEE (CREEK) AND INDIAN PREFERENCE.**

General Summary:	Case Management Specialist II perform complex and specialized TANF eligibility and grant determination assignments. Responsible for applying policy and procedures to determine eligibility for assistance and supportive services. Promotes career readiness and develops employment through work experience and subsidized employment opportunities for participants by performing the following duties:
Principal Duties and Responsibilities:	<ol style="list-style-type: none"> 1. Responsible for the development and ongoing monitoring of participants' progress towards goals established in the personal responsibility plan (PRP) 2. Determines benefit eligibility, identifies need for ancillary services/payments within approved program policy or makes appropriate referrals to other staff and community resources for immediate services and assistance 3. Assist participant to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and participant's part in creating them 4. Addresses non-compliance issues and determines course of action to be taken when a participant does not comply with program requirements as mandated by policy 5. Reviews service plan and performs follow-up to determine quantity and quality of service provided and status of participant's case. 6. Assist and refers participants to other services, including but not limited to childcare, job placement, educational facilities and any necessary intervention services 7. Monitors and maintains case files on individual participant achievements, work participation activities and participates with participants and relevant staff in the development of the PRP toward goals 8. Conducts home visits 9. Maintains strict confidentiality of all facets of programs and participant records 10. Ensures accuracy and completeness of case records in the TANF data base 11. Organizes caseload, maintains compliance with program policies and



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	<p>procedures and ensures that delegated task is completed by appropriate staff</p> <ol style="list-style-type: none"> 12. Work with hard to serve participants 13. Participates in staff meetings and trainings to support the quality of services being delivered at the highest standard 14. Stays abreast of new developments, methods and techniques in the field related to employability of hardest to serve and economically advantaged 15. Establish rapport and develop a positive working relationship with participant 16. Encourage and motivate participants to reach employment goals utilizing motivational interviewing techniques 17. Work as a team including co-workers, partner agencies and an active member of the case review 18. Compiles and studies occupational, educational and economic information to aid participants in making and carrying out vocational and educational objectives 19. Participates directly with the business community, personal contracts and referrals to inform them of the job placement services offered by the program and solicit job placement opportunities 20. Locate and secure trainings with local colleges, schools, services and vocational centers for participants 21. Develop and promote work experience and subsidized employment sites and assist in writing contracts, terminate sites as necessary. Generate subsidized employment payments 22. Provide one on one coaching and guidance in employment search and life skills management and provide problem solving support in resolving issues to retain employment 23. Compiles records, secures supplementary information including, but not limited to, employment, medical records, or school reports. 24. Determines participant's eligibility for financial assistance. 25. Will assist in training new case management employees. 26. Promote TANF to various media outlets 27. May be called upon to assist in satellite offices. 28. Other duties as assigned
<p>Minimum Requirements:</p>	<p>Bachelor's degree from an accredited college or university. One year experience working in social work or related field or 5 years of experience working in social work or related field with at least 24 college credit hours completed and a HS diploma. Provide excellent customer service, must be detailed oriented and organized.</p>
<p>Preferred Requirements:</p>	<p>Minimum requirements plus 2 years' experience working in social work or related field with a Bachelor's degree or 6 years' experience working in social work or related with at least 36 hours college credit hours and a HS diploma.</p>
<p>Valid Oklahoma Driver's License required?</p>	<p>Yes</p>



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Please list any additional licenses required:

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- Customer Service:** Responds promptly to customer needs; Responds promptly to voicemails and emails.
- Professionalism/ Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control; Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position.
- Time Management:** Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.
- Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Participates in meetings.
- Written Communication:** Writes clearly and informatively; Able to read and interpret written information.
- Analytical Skills:** Collects and researches data; Uses intuition and experience to complement data.
- Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views. Gives and welcomes feedback; Contributes to building a positive team environment; Supports everyone's efforts to succeed.
- Leadership:** Inspires respect and trust; Motivates and effectively influences others; Provides appropriate recognition; Identifies and resolves problems in a timely manner; Uses sound judgement; Makes timely decisions.
- Ethics:** Works within the approved budget; Conserves organizational resources. Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values. Adheres to policies and procedures.
- Organizational Support:** Follows policies and procedures; Supports organization's goals and values.
- Quality:** Demonstrates accuracy and thoroughness.
- Quantity:** Completes work in timely manner.
- Safety and Security:** Observes safety and security procedures, including cyber security.
- Attendance/Punctuality:** Regular and on time attendance. Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions.

Physical Demands:

While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move:

- Up to 50 lbs. Up to 100 lbs. Over 100 lbs. Physical Exam

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed:



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- Fumes or airborne particles
- Outside weather conditions
- Toxic or caustic chemicals
- Risk of electrical shock
- Vibration
- Loud Noise

Would this Open Position be considered a Safety Sensitive Position? Check All that Apply

Note: If **any** box is checked **THIS IS A SAFETY SENSITIVE POSITION (No failed drug test is tolerated).**

- Operate motorized equipment, machinery, power tools, and/or a motor vehicle.
- Repair, maintain, or monitor the performance or operation of any equipment, machinery, or manufacturing process (preparing food where knives and kitchen equipment is used).
- Work in close proximity to motor vehicles or heavy equipment and/or construction sites.
- Operate any equipment which could seriously injure any person as a result of misuse.
- Carry and use of firearms/ammunition
- Work with vulnerable or violent clients.
- Have direct contact with children and youth.
- Entrusted with the direct care or custody of children and youth and whose performance of his/her duties may affect the health, welfare, or safety of children and youth.
- Provide direct patient care or providing for the health, safety, and welfare of children, adults, disabled, and elders.
- Perform life threatening procedures such as firefighting, first responder, or EMT duties.
- Dispense pharmaceuticals
- Have access to or responsible for confidential information or sensitive data protected by federal, state, or Muscogee Nation law.
- Have responsibility for money, receipts, and/or disbursement of negotiable instructions, e.g., money, checks, or property disbursements.
- Have responsibility for all financial documents, credit data, credit account records, or credit transactions.
- Have responsibility for the use, handling, packaging, processing, storage, disposal, or transport of controlled substances, toxic, radioactive, or other hazardous materials.
- Have responsibility for security, surveillance, or law enforcement duties.
- Have routine access to security control and key systems
- Operate, maintain, or oversee critical services and infrastructure including, but not limited to: a. Electric;b. Gas;c. Water;d. Power generator; e. Distribution.
- Positions governed under the rules and jurisdiction of the Department of Transportation
- Any position in which a momentary lapse in attention could result in injury or death to an employee or another person.
- None of these apply

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.



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Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.

MCN Policy Requirements:

All Employees are subject to pre-employment background checks and drug testing. According to MCN Policy Section 502:Page 12/Section 503 110-111. All applicants must pass a drug test before beginning work. Any candidate who fails or refuses a drug test shall be withdrawn from employment consideration.

Medical Marijuana License Holder Protection and Non-Discrimination

A. Unless a failure to do would cause The Muscogee (Creek) Nation to imminently lose a monetary or licensing related benefit under federal law or regulations and with the exception of employees whose jobs are safety sensitive or primary job function is driving, The Muscogee (Creek) Nation shall not discriminate against a person in hiring, termination, or imposing any term or condition of employment or otherwise penalize a person based upon either: a. Solely, the person's status as a medical marijuana license holder; or b. Solely, the results of a drug test showing positive for marijuana and its components. B. Employees that are medical marijuana card holders shall not use, possess or be under the influence while at their place of employment or during hours of employment.