



POSITION DESCRIPTION

Job Title:	Member Services Specialist
Reports To:	Community Services Director
Supervises:	None
Classification:	Hourly, 40 hours/week, benefit-eligible
Anticipated Hiring Salary:	\$22.00 - \$25.00/hour, H8

The initial review date for this position will be August 1, 2023. Submissions received after this date may be considered at the discretion of the hiring committee.

Position Summary

Under the general supervision of the Community Services Director, the Member Services Specialist (MSS) will be responsible for the coordination of community services for the Mechoopda Indian Tribe of Chico Rancheria. The MSS will develop and coordinate the Tribe's response for member support to meet the varying needs of Tribal members. Working with community partners and stakeholders (i.e., Northern Valley Indian Health, Chico Police Department, Four Winds Indian Education Center, Tribal Temporary Assistance for Needy Families), the MSS will coordinate internal information-sharing and training and community awareness and outreach campaigns to address Tribal members' needs in a holistic manner. This position may require travel.

Specific responsibilities may include, but are not limited to:

- Provide access to member-specific and culturally appropriate resources which may include, but is not limited to, providing crisis intervention and short-term support
- Provide case management through planning and maintenance of client files
- Provide assistance with the Tribe's existing services such as the Low Income Home Energy Assistance Program, the Low Income Water Assistance Program, and the Vehicle Loan Assistance Program
- Maintain thorough and accurate records of services developed and provided
- Provide monthly reports to ensure proper submission of reports to funding agency
- Partner with the Education and Child Care Specialist to develop and coordinate training opportunities and information sessions in parenting, financial literacy, and other service topics
- Develop and maintain relationships with key stakeholders to coordinate support and culturally appropriate services and referrals
- Coordinate and implement community awareness and outreach activities
- Serve as the Tribe's primary designated Indian Child Welfare Act (ICWA) representative and develop a Tribally Approved Homes program for emergency placements

Qualifications

These entry qualifications would normally be obtained through a bachelor's degree program in social work (or related field), or its equivalent, combined with one year of related work experience:

- Experience in social work or social services field
- Thorough knowledge of English grammar, spelling, and punctuation and ability to clearly communicate orally and in writing.
- Proficiency with Microsoft Outlook, Word, and Excel.
- Ability to work independently with minimal supervision.
- Demonstrated ability to work effectively in a diverse work place with people of varying cultures and backgrounds.

Preferred Qualifications

- Master's degree in social work or related field
- Three years of professional experience working in the social services field
- Demonstrated experience in program development
- Experience working with Native American communities.

Additional information

- While performing the duties of this job, the employee is regularly required to have full range of mobility in upper and lower body; be able to reach overhead; be able to work in various positions, including stooping, standing, bending over, sitting, kneeling and squatting for extended periods of time; be able to lift, pull and push materials and equipment to complete assigned job tasks; and be able to frequently lift 20 pounds of weight throughout the assigned workday.
- In this position, the incumbent may have daily vicarious exposure to other's physical and emotional trauma experiences which can have severe and lasting effects on workers.
- May enter an unsafe (sanitary and structural concerns) environment while performing job duties. Unsafe conditions such as verbal and potential physical conflicts are not allowed without Law Enforcement back up.
- May encounter abrasive, unpredictable, and violent people.
- Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25 U.S. Code § 472 and 473). Applicants claiming Indian preference must submit verification by Tribe of affiliation or other acceptable documentation of Indian heritage.
- Must be eligible for coverage under the Tribe's vehicle insurance policy.
- Must possess a valid California driver's license within 30 days of hire, provide a current DMV printout, and be willing to travel locally, regionally, statewide and/or out-of-state, as necessary, during or after regular working hours.
- All offers of employment are contingent upon:
 - the successful completion of background and reference checks.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The Mechoopda Tribe of Chico Rancheria reserves the right to revise this job description at any time. The job description is not to be construed as a contract for employment.