



**Samish Indian Nation
Position Description**

Title:	Health and Human Services Support Specialist
Supervisor:	Housing Director
Salary:	\$14.22- \$19.06, FLSA Non-Exempt
Hours:	40 hours per week, Monday-Friday
Duration:	Based on available funding, Full-time regular status at completion of six-month probationary period

The Health and Human Services Support Specialist is responsible for front-line client support for the Health & Human Services and Housing Department. The position is responsible for welcoming clients and guests, accepting and making referrals, and assisting with the coordination of wrap-around services for HHS clients. This position performs clerical work and front receptionist duties and will also provide administrative and office support to the Director of Health and Human Services to facilitate the efficient operation of the Division. Position carries out specific requirements related to applicable Federal and State grants and contracts.

Principal Duties:

1. Greets all clients warmly in person and by phone and offers information and assistance as needed; monitors the flow of clients and visitors, giving notifications to departments as necessary
2. Maintains responsibility for front desk duties, office support, conference room scheduling, light office cleaning, and office supply inventory
3. Work with the Housing Director to administer the Low-Income Energy Assistance Program and the Small Tribes of Western Washington Food Voucher Program. Determine client eligibility based on program policies and regulations and assists clients with the application process as needed
4. Develops and maintains organized and audit-ready client files including applications, case notes, shared information agreements, information changes, and reports; compiles data for statistical purposes, required reporting, and coordination of services
5. Responds to client inquiries about the Tribes Housing Programs, provides program information, screens applicants for eligibility, verifies information, enters information into the Homelessness Management Information System (HMIS) and responds to client complaints/grievances, and maintains client files and waiting lists.
6. Assists with educational outreach including not limited to: financial management, credit repair, landlord tenant engagement and other services that will result in families becoming self-sufficient.
7. Works cooperatively and collaboratively with other tribes, and community resource providers while maintaining confidentiality and HIPAA requirements
8. Completes required trainings, attends meetings and prepares reports, as directed by supervisor; assists in preparation and implementation of community outreach and awareness materials and activities
9. Performs other duties as assigned

The above statements are intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.



Required Qualifications:

1. Must possess a high school diploma or GED plus two years related experience
2. Knowledge of standard office administrative practices and procedures.
3. Must maintain understanding and familiarity with multiple community resources and systems
4. Must have the ability to work independently or with minimal supervision
5. Must possess moderate computer skills with knowledge of MS Office and e-file management
6. Must have the ability to provide high-quality customer service
7. Must possess working knowledge of Native American issues

Preferred Qualifications:

1. AA degree or certificate in social work, psychology, health records technology or related subject

Working Conditions:

Physical Demands: Long periods of sitting (60% of time); occasional bending, crouching, stooping, stretching, reaching, lifting, carrying, and pushing (20% of time); and occasional standing and walking (20% of time). Occasionally lifts/carries up to 20lbs. Must possess manual dexterity sufficient to use office equipment with frequent repetitive motion such as writing, typing, paperwork-handling, and phone use. Must possess the ability to view print on a computer screen and/or paper document; the ability to speak and hear exchanging information with end users by telephone *Mental/Visual Demands:* Frequent mental and/or visual attention to task is required. Occasionally work requires heavy concentration. Frequent interruptions. Tasks involve eye-hand coordination. *Working Environment:* Work environment is mainly indoors with heat and some air conditioning. Must sit or stand at the front desk for the majority of shift. Occasionally works alone without benefit of supervisor or co-worker. *Unavoidable hazards/risks:* Work requires minimal risks which require safety precautions (using some cleaning chemicals for light cleaning). Protective clothing or equipment may be required (goggles, gloves, masks, boots, etc.)

Samish Indian Nation is an Equal Opportunity Employer and actively encourages applications from all persons regardless of race, religion, gender, gender identity, age, national origin, marital status, sexual orientation, or ancestry. Samish preference and Indian preference will be applied to the selection for this position as defined in Title 25, US Code Section 473.

CONFIDENTIALITY: This position develops, maintains, and is responsible for safeguarding the computer/electronic and hardcopy file folders containing sensitive and proprietary information about the Tribe and its members. The incumbent must maintain confidentiality of all work and files pertaining to enrollment, clients, survey results, and all other material that may identify individuals by name (either directly or by reference), as set forth by the Tribal Council in the Personnel Manual. Any violation in this matter may result in immediate termination of employment.

Please state your eligibility for Indian preference in your cover letter. Indian preference must be documented prior to interview or hiring. BIA Form 4432 or tribal enrollment ID may be submitted with the application if claiming Indian Preference.

All persons who are offered employment with the Samish Indian Nation must give permission for a thorough background check of previous work performance, motor vehicle history, credit history and criminal history, as well as a pre-employment drug screen. The Drug Free Workplace Policy has not changed since the passing of WA State I-502. While Initiative 502 legalized marijuana within Washington State, employers maintain the right to decide on their tolerance policy. Because we receive federal grant dollars from the federal government, we still consider marijuana as an illegal substance and its use and possession completely prohibited.

This position is a "covered position" under the Tribe's Indian Child and Family Violence Act Policy and all applicants must undergo a fingerprint background investigation in order to be hired for this position. The Tribe will not hire, permit anyone to work or volunteer in a covered position if the person has ever been found guilty or entered a plea of no contest or guilty to any offense under federal, state, or Tribal law which involves violence, threat of violence, sexual assault, molestation, exploitation, prostitution, crimes against persons, or offenses committed against children.