Client Services Program Specialist

Job Summary:
Under the direction of the Direct Services Administrator, determine the eligibility of applicants for Emergency Assistance, Burial Assistance, Energy Assistance and Child Care. The Client Services Program Specialist will provide assistance to Tribal members ensuring quality, effective and efficient services are provided to participants that are receiving or applying for services.

Salary Range:
$31,200 – $49,920 annually; $15.00 - $24.00 hourly

Essential Functions:
- Receives applications and conducts interviews of prospective clients, track and follow up with families to ensure completion of applications.
- Verify accuracy of presented information and assure compliance with applicable policies, procedures, regulations and laws.
- Conduct home visits, have meetings with clients, determine what problems a client may have in accessing services.
- Assist clients in completing applications and ensures all required documents are received prior to submission to DSA for approval.
- Establish, organize and maintain client file folders and maintaining client records.
- Type and mail correspondence, memos, reports and other material used in the process of determining program eligibility.
- Respond to questions from Tribal members on how to receive assistance.
- Responsible for assisting clients/Tribal members to any and all resources available on and off island, serving as a liaison and/or advocate to Tribal members for services identified in their service plan.
- Maintains computerized database/spreadsheet of the amount of assistance to be given to a client.
- Engage in outreach to inform Tribal members about services available through the Direct Services Division.
- Assist and plan community workshops, elders’ lunches or outings, prepare flyers and advertisements for those events.
- Participate in tribal division/department staff meetings as instructed and outside activities as related to WTGHA Direct Services on or off island as assigned.
- Inventory the resources that are available to Tribal members on and off island.
- Use continuous improvement techniques to improve the quality and efficiency of customer service.

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Minimum Qualifications:

High School diploma or GED
Minimum of two (2) years experience working in the Social Services field
Customer Service Experience
Must possess a valid Driver’s License and a good driving record
Must pass a Background Check

Preferred Qualifications:

Bachelor’s Degree in Social Services or Related Field,
Experience in Database Management
Three (3) years experience working in a Social Services field

TRAINING:

Training may be available for “qualified” candidates who do not possess all of the minimum qualifications. The applicability of this approach will be determined during the candidate interview process.

EMPLOYEE UNDERSTANDING

The position description was received, read and understood. This position description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the position change.

________________________________________  ______________________________________
Signature                                      Date

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