Title of Position: Program-Case Manager, Mental Health Services Program – hybrid position

Organization: Duwamish Tribal Services, Inc. (DTS)

Supervisor: Reports directly to Executive Director of the Duwamish Longhouse & Cultural Center (DLCC)

Located at: 4705 West Marginal Way SW, Seattle, WA 98106

Guidelines: Duties guided by DTS By-laws, Personnel Policies, Business Plan, Washington State laws

Work week: Tuesday to Saturday, 9 am to 5 pm. Optional – Flexibility required to attend meetings, weekend and evening events and rentals as needed.

Hours & Wage: Full time employee: $28-$31.00/hr  Medical, Dental and Sick/Paid Time Off.

Position Overview

A new hybrid position with responsibilities for two part-time (approx. 20hr/w) positions:

(1) **Program Manager** – Coordinate the launch and ongoing management of DTS’s new mental & behavioral health care services (MHS) program in partnership with Antioch University Seattle. Implement program in compliance with City of Seattle grant qualifications, performance commitments and reporting requirements to secure stable annualized funding. Create, implement, and manage a program plan that incorporates additional funding sources (i.e., King County, etc.) while expanding partnerships (i.e., inpatient service providers, etc.) in a way that prioritizes and enhances service delivery for members of the Duwamish Tribe of Indians. Develop budget forecasts and publish progress reports. Advocate for best-in-class mental and behavioral health services, internally and with partner agencies. Coordinate and facilitate monthly MHS Advisory Board meetings. Work with Executive Director to coordinate and supervise daily program operations and ensure compliance with internal policies and procedures.

(2) **Case Manager** – Responsible for providing culturally competent case manager services to members of the Duwamish Tribe of Indians. This position requires excellent oral and written/communication skills, and the ability to prioritize and manage a caseload. Must work efficiently under pressure and creatively to resolve issues that arise. Determine client needs by establishing a safe, trusting professional working relationship, establish goal-oriented integrated care and prevention (ICP) plans, detail case notes, advocate for client needs, and monitor progress. Connect clients with additional existing public services and propose expanding DTS services to better meet community needs. Work with multiple partnering agencies to provide coordinated services. Attend program review meetings, including any requested engagement with the MHS Advisory Board. Training for the position will be in collaboration with Antioch University Seattle, currently subcontracted to provide case management services and gradually transition responsibilities to this position.

This is intended to be a short-term position (approx. 6-12 months) with room for growth into a fully dedicated (full-time) position to run the new Mental Health Services program, including potential promotion to Program Director. In this case, this position will also be responsible for hiring, onboarding and training a fully dedicated (full-time) Case Manager position.

Duties and Responsibilities

1. Manage responsibilities, complete tasks, and deliver upon requests as assigned by Executive Director. These duties are subject to change during high levels of activity. Flexibility and the ability to adapt to change, maintain a team player attitude including working in an open environment, and engage with the general public are a must. Must work efficiently under pressure and creatively to resolve issues that arrive.

2. Create and maintain professional relationships with public agencies, local organizations and all relevant DTS stakeholders. Organize workflow and appointments by reading and routing correspondence and collecting customer information. Maintain a tracker system to ensure timely correspondence and completion within deadlines. Provide regular briefings to Executive Director on all outstanding projects and
adjust priority-level and work plan based on feedback. Attend trainings and staff meetings, and present as needed. On occasion may be requested to provide briefings to the DTS Board.

3. Coordinate grant writing, proposals and reporting with Bookkeeper, including managing grant funding, reporting and relationships with funders. Reviews and approves new and renewed contracts and related income and expenses as needed for corresponding projects. Ensure databases are current and up to date per grant requirements.

4. Conduct thorough research, complete comprehensive analysis, and create advisory reports as assigned by Executive Director. Focus topics may include health care access, human resources practices, integrating sustainability policies, new grant opportunities, etc.

5. Establishes a compassionate and respectful environment by practicing good communication skills, keeping member information confidential, including respecting, and complying with all HIPAA regulations.

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### Qualifications and Skills

**Tribal history:** Possesses in-depth knowledge of the history of the Duwamish Indian Tribe, other local tribes, city, state and federal agencies.

**Attributes:** Displays self-starter, team player and problem-solving skills. A friendly and helpful manner is a must in interacting with the public.

**Proficiencies:**

- Proven experience with project/program management. Case management experience is ideal, but not required as Antioch University Seattle will fully train a case manager. Health care experience is highly desired, especially appropriate handling HIPAA-protected information.
- Strong communication (verbal and written) skills are essential, with a high level of attention to detail.
- Highly motivated with excellent time management and organizational skills, including the ability to multi-task, prioritize workload and meet program deadlines.
- Able to work independently and collaborate with strong and diverse members of our team, and willingness to step in where needed, even if it is not part of positions core job responsibilities.
- Prior experience working with Native American populations, and wholistic awareness of Native culture as position will interface with tribal members and Urban Indian community organizations, as well as work side by side with the DTS Board President and other DTS team members and DLCC staff.
- Must be able to interact with and positively engage people of various social, ethnic, cultural, linguistic, religious, economic, and educational backgrounds.
- Prepare for meetings by reading agendas, minutes, reports and other documentation required to actively participate and make inquiries when clarification or more information is needed.
- Competency with utilizing Microsoft Office (Outlook, Calendar, Word, Excel, PowerPoint, etc.), as well as facilitating virtual meeting systems, primarily via MS Teams and Zoom.

**Supervisory controls:** The Executive Director will provide administrative direction with assignments in broadly defined terms, and may periodically report to DTS President, as requested. Employee has responsibility for planning, designating, and carrying out work independently.

**Physical:** Requires some physical exertion such as long periods of standing, walking, reaching, and lifting of moderately heavy items and boxes. Must be able to lift and carry 30 pounds.

**Confidentiality and Conflict of Interest:** Personal contacts are with Duwamish tribal members, other tribes, high-ranking officials, the general public, donors & sponsors, volunteers, vendors, legal team and media team.

**Work environment:** Work is mostly performed inside and outside the Longhouse but may require local travel and offsite meetings and speaking engagements. Must have reliable transportation including a WA state driver’s license.