



Federated Indians of Graton Rancheria

6400 Redwood Drive, Suite 300, Rohnert Park, CA 94928 ■ 707-566-2288 ■ www.gratonrancheria.com

INTAKE AND ELIGIBILITY COORDINATOR

Position Description

Department:	TANF
Pay Range:	\$18 - DOE
Hours/week:	40
Type of Position:	Full-time

Reports to:	Family Advocate Manager
Classification:	Non-Exempt
Effective Date:	January 1, 2018
Revised Date:	September 25, 2019

MISSION STATEMENT

The Federated Indians of Graton Rancheria exists to exercise our inherent sovereign powers, customs and traditions; to perpetuate our unique native heritage; to preserve and protect the rights and privileges of our Tribe; to establish justice in the conduct of Tribal affairs; to work for the social and economic betterment of all citizens; and foster the value of education.

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Federated Indians of Graton Rancheria are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Interact in an honest, trustworthy and respectful manner with Citizens, employees, visitors and vendors.
- Comply with the Tribe's policies and procedures.
- Display respect and understanding of the Tribe's culture, traditions and values.
- Maintain a current insurable driver's license.

POSITION PURPOSE

The Intake and Eligibility Coordinator performs TANF applicant and participant intake duties, collecting information and data to determine initial and ongoing eligibility for financial and prevention assistance and services.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

1. Greets clients, counsels on eligibility requirements, provides necessary resources and referrals, and assists with pre-application completion, collecting necessary data and information.
2. Collects and prepares data and information needed to determine client's initial and ongoing eligibility for financial and other assistance and services.
3. Schedules client intake and annual re-determination appointments.
4. Establishes and maintains cooperative working relationships with TANF staff, Tribal community, County DHHS, and TANF clientele.
5. Represents the Tribe's programs when in contact with the public, community organizations, and other government agencies.
6. Prepares clear, concise and accurate reports, plans, agreements, correspondence, and other documents.

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7. Enters data into an automated computer database system (Rite Track), ensuring accuracy in family demographics and make-up.
8. Enters data pertaining to the family monthly eligibility reports (MER) ensuring accuracy in the monthly cash assistance and support services for participant families.
9. Participates in special studies or research projects as assigned.
10. Performs general administrative support duties.
11. Acts as backup for Receptionist.
12. Performs other duties, as assigned.

NON-SUPERVISORY RESPONSIBILITIES

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• One year of prior experience in a social service setting or other relevant customer service setting. |
| Education: | <ul style="list-style-type: none">• High School Diploma or GED equivalent |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Ability to respect and adhere to strict rules of confidentiality• Ability to handle sensitive materials, issues, and confidential assignments with tact and diplomacy• Ability to work collaboratively with staff, supervisors and volunteers• Ability to plan, coordinate and direct varied and complex projects• Ability to develop and maintain positive relationships with staff, Tribal Council, consultants and agency representatives• Ability to work efficiently and effectively under deadlines• Ability to communicate in a positive, effective manner in person, by phone, and by email.• Demonstrated ability to read, understand and follow complex rules, regulations, policies, and directives• Demonstrated ability to exercise sound judgment and discretion• Demonstrated ability to operate a computer and general office equipment• Demonstrated ability to use Microsoft Office (Word, Excel, Outlook, and PowerPoint), Internet browsers, and appropriate storage of electronic files• Knowledge of policies, procedures, and practices pertaining to program eligibility and services offered• Knowledge, awareness of, and respect for Native American values, customs, and traditions• Knowledge of the Indian Child Welfare Act, TANF, Housing, SCIHP and other programs that provide services to Tribal Citizens• Must possess basic knowledge of Welfare Reform and Workforce development• Must possess good communication skills, both written and verbal• Maintain a current and valid driver's license and must be insurable• Perform other duties, as assigned |

PREFERRED QUALIFICATIONS

- Two years of college coursework in Social Sciences, Human Services, Native American Studies, or related field

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WORK ENVIRONMENT

- Work environment:** The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
- Physical demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with Citizens, employees, vendors and staff.
- Mental demands:** There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various topics and, at times, complicated issues.

TRIBAL AND INDIAN PREFERENCE

The Federated Indians of Graton Rancheria is a federally recognized Indian tribe and, in accordance with the Tribe's human resources policies, has adopted and implemented a Tribal and Indian Preference Employment Statute. Pursuant to this Statute, Federated Indians of Graton Rancheria shall give preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) All Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) All Native Americans who are members of or affiliated with any other California Indian Tribe, and (4) All other Native Americans who are members of a Federally Recognized Indian Tribe.

Aside from employment preference as provided in this section, the Federated Indians of Graton Rancheria shall not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability or political affiliation.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to reasonable-suspicion drug testing.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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ACKNOWLEDGMENT

I have reviewed the content of the **Intake and Eligibility Coordinator** position description and have been provided a copy of the position description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date
