



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

## TRIBAL HEALTH BENEFITS SPECIALIST

### *Job Description*

<b>Department:</b>	Administration	<b>Reports to:</b>	Deputy Executive Director
<b>Pay Range:</b>	\$42.70 - \$59.78	<b>Classification:</b>	Full-time/Non-exempt

#### MISSION STATEMENT

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

#### POSITION PURPOSE

The Tribal Health Benefits Specialist (THBS) is responsible for the coordination and oversight of all aspects of the Federated Indians of Graton Rancheria's (FIGR) Tribal Health Benefits Program. The THBS is responsible for the daily administration of service programs, Citizens' health benefits, and will provide guidance to the Tribal Health Benefits Program staff, while serving as a point of contact to the Tribal Citizens. The THBS performs a wide range of duties in all aspects of the Tribal Health Benefits Program following all program policies and procedures.

#### ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Maintains custodial responsibility over the Tribal Health Benefits Department and all records housed within it.
- Oversees and supports the daily administration of Citizen health benefits, service programs, benefit enrollment processes, and related health services, following all program policies, and procedures.
- Provides oversight of the preparation, processing, and review of FIGR Tribal Health Benefits applications, ensuring all submissions meet procedural requirements.
- Assists with implementing, maintaining, and improving the Tribal Health Benefits Program and contributing to the development and updating of policies and procedures, forms, and administrative processes and systems.
- Reviews Citizen benefit and service requests to ensure compliance and a high level of response with established program policies and procedures.
- Provides clear and accurate information to Tribal Citizens inquiries regarding health benefit services, changes in program processes, and enrollment procedures to promote a clear understanding of Tribal Health Benefits.
- Maintains organized internal and external records, and documents, including collecting and processing applications and enrollment change forms for Tribal Citizen benefits and service programs.
- Ensures the delivery of professional and courteous customer service to include accurate and timely responses with Tribal Citizens, Tribal Officials, employees, and Third-Party Administrators (TPAs).
- Assists Tribal Citizens in obtaining assistance and facilitating discussions with TPAs or other providers and vendors regarding general inquiries and processing of documents.
- Builds and maintains positive working relationships with service providers, vendors, Tribal Citizens, and internal department staff to support effective, efficient and coordinated delivery of program services.
- Prepares, analyzes, and distributes program documents accurately and in a timely manner.
- Upholds strict confidentiality standards including adherence to all applicable privacy laws in the protection of Tribal Citizen participant information.
- Provides timely and accurate oral and written responses to Citizen inquiries, maintaining documentation of all correspondence.
- Prepares and delivers regular written and oral reports to supervisor.
- Prepares monthly, quarterly, and annual department reports in a timely manner, as directed by supervisor.

- Oversees database functions, including accurate data entry, report generation, and routine data auditing; reports any issues to the supervisor in a timely manner.
- Maintains current knowledge of and adheres to all applicable federal and Tribal laws to ensure compliance.
- Participates in relevant conferences and training sessions to remain current on health benefit standards, legal requirements, and industry best practices in accordance with supervisor recommendations.
- Provides support and recommendations to the supervisor on initiatives and departmental priorities including annual department plan and budget.
- May provide training support to other Tribal Health Benefits staff members.
- Performs other duties as assigned.

#### SUPERVISORY RESPONSIBILITIES

None

#### MINIMUM MANDATORY QUALIFICATIONS

- Experience:** A combination of experience and education may be acceptable.
- Three to five (3-5) years of experience in Benefits Administration, Health Services, Tribal Enrollment/Benefits Programs, or related field.
- Education:**
- Associate degree in Human Services, Health Administration, or related field.
- License/Certification:**
- Must possess a valid driver’s license and be insurable under the Tribe’s policy.

#### PREFERRED QUALIFICATIONS

- Bachelor’s degree in Human Services, Health Administration, or related field.

#### SKILLS, ABILITIES, AND OTHER QUALIFICATIONS

- Ability to work independently within established policies, procedures, and schedules.
- Ability to exercise sound judgement and possess problem-solving skills involving variables in standardized situations and the ability to make decisions that are varied, and, in many cases, when there is no precedent to draw upon.
- Ability to establish and maintain strong interpersonal relationships with employees at all levels throughout an organization and to lead, create and promote a positive and supportive work environment.
- Ability to maintain strict confidentiality and exercise discretion, particularly regarding sensitive or confidential personnel or organizational matters.
- Ability to work efficiently and effectively when in high-pressure situations and under deadlines.
- Ability to master and effectively use the database and software systems used at FIGR.
- Ability to adhere to the highest level of professional ethical standards.
- Demonstrate advanced analytical, organizational, and problem-solving skills.
- Demonstrate excellent verbal and written communication skills.
- Demonstrate accuracy and thoroughness, with the ability to monitor own work to ensure quality.
- Demonstrate a record of satisfactory performance in all prior employment as evidenced by positive employment references from previous employers.
- Demonstrate strong cultural sensitivity and ability to work effectively within a Native American tribal government environment.
- Knowledge and experience with Microsoft Office Suite, including Microsoft Word, Excel, PowerPoint, etc.
- Successful clearance of all pre-employment testing, background, and credit checks.
- Ability to perform other duties as assigned.

#### 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. Early morning, evening, and/or weekend work may be required. Limited overnight travel may be required from time to time.

#### TRIBAL AND INDIAN PREFERENCE

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The Federated Indians of Graton Rancheria is a federally recognized Indian Tribe, and, pursuant to its Indian Preference Statute, gives preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) Native Americans who are members of or affiliated with any other California Indian Tribe, and (4) 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 does not discriminate on the basis 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 is subject to a criminal history background check, a suitability background check, and may be subject to a Fair Credit Reporting Act (FCRA) check. In addition, this position is subject to a background check to ensure compliance with Public Law 101-630, the Indian Child Protection and Family Violence Prevention Act.

**Drug and alcohol screening:** All applicants must successfully pass a pre-employment drug and alcohol screening prior to beginning employment and will be subject to reasonable suspicion drug and alcohol testing.

***DISCLAIMER: THE INFORMATION IN THIS JOB DESCRIPTION HAS BEEN DESIGNED TO INDICATE THE GENERAL NATURE AND LEVEL OF WORK PERFORMANCE BY EMPLOYEES HIRED FOR THIS POSITION. IT IS NOT DESIGNED TO CONTAIN, OR BE INTERPRETED, AS A COMPREHENSIVE INVENTORY OF ALL DUTIES, RESPONSIBILITIES, AND QUALIFICATIONS REQUIRED OF EMPLOYEES HIRED FOR THIS POSITION. EMPLOYEES MAY BE ASKED TO PERFORM OTHER DUTIES AS NEEDED.***

#### **ACKNOWLEDGEMENT**

I have reviewed the content of the **Tribal Health Benefits Specialist** job description and have been provided with a copy of the job description. I certify that I can 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:

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*Printed name*

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*Signature*

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*Date*