



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Client Services Coordinator**
SUPERVISOR: Family Resource Center Clinical Director
LOCATION: Family Resource Center
POST DATE: February 15, 2023
CLOSING DATE: Open until filled

General Description: The primary responsibility of this position is to educate and assist clients fill out necessary applications to establish eligibility for various resources and benefits programs.

Qualifications: Associates Degree in Human Services or related field or equivalency is strongly preferred. One-year previous training or experience involving community resources such as behavioral health services, employment resources, economic resources, insurance, State, County, and Tribal programs. (This position is considered safety sensitive and requires a drug screen test for all substances including Marijuana)

Salary: \$15.00-\$22.00 depending on education and experience.

How to Apply: Submit your application for employment, and [notarized release of information form by the deadline.](#) Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Client Services Coordinator

B. DEPARTMENT: Family Resource Center

C. SUPERVISOR'S TITLE: FRC Clinic Director

D. DESCRIPTION OF DUTIES: The primary responsibility of this position is to educate and assist clients to navigate, determine eligibility and fill out service/program applications for various resources, services, and benefits programs. Specific responsibilities include but are not limited to the following:

- 1) Assist clients in applying for available resources, i.e., Mental Health, AODA, Inpatient, DSP, CCS/CST, Economic Support, GLITC, benefits, etc., through the federal insurance exchange.
- 2) Call and complete phone intakes with individuals who submit Request for Services or are referred to FRC to determine which services are needed and schedule intake for paperwork and first session with provider.
- 3) Work closely with the clients to review client rights, responsibilities, and grievance procedure and to ensure the rights are protected.
- 4) Perform a variety of client representative functions, i.e. home visits; conduct intakes; interview clients, updating information regarding changes to rules and regulation for alternate resources.
- 5) Review all various resources/benefits guidelines and process with clients for eligibility and appeals.
- 6) Create and process documents for other non-FRC resource and benefit services available through the Tribe, County, and State agencies.
- 7) Identifies appropriate quality controls and follow-up to ensure that the client(s) accesses the service.
- 8) Assist transportation service to follow up on eligibility services, gather documents to complete the benefits application(s)
- 9) Verify insurance benefits on a regular basis, track review timelines, and complete pre-authorizations as required for some HMO's.
- 10) Coordinate and assist with encouraging client compliance for the intoxicated driver program to include; collecting payments, recording client driver safety plan demographics, client attendance, developing monthly participatory reports through spreadsheet.
- 11) Assist internal FRC programs with follow-up and encouraging client's appointment attendance, scheduling, and discharge processes.
- 12) Complete all annual training requirements and participate in additional trainings as required.
- 13) Maintain strict client confidentiality according to HIPAA standards.
- 14) Provide cross coverage with the front reception for answering/transferring phone calls and scheduling appointments, etc.
- 15) Perform other duties as assigned by supervisor.

E. POSITION RELATIONSHIPS:

1. **Internal:** Daily contact with clients and staff.
2. **External:** Frequent contact with the general public and service related vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: FRC Clinic Director

H. EDUCATION: Associated Degree in Human Services, Psychology, Sociology or related field or equivalent is strongly desired. Bachelor's Degree in Human Services, Psychology and Social Work preferred; or equivalent knowledge, skills, and abilities based on combination of education and experience; internship and/or demonstrated work history.

I. EXPERIENCE: At minimum, one year of previous case management, linkage and referral experience and/or training involving Tribal, County, and State resources such as insurance, Medicaid Benefit Programs, Mental Health and Substance Abuse Disorder Services, Economic Support, Vocational Programs, and programs for individuals across the lifespan.

J. SKILLS:

- 1) Knowledge of alternate resource program eligibility and application processes.
- 2) Knowledge of the principles and practices of a Benefit Specialist.
- 3) Skill in interviewing, communication, writing appropriately for eligibility status for various resources, benefits, and programs.
- 4) Skill in operating a computer utilizing various software programs including Word, Excel and electronic health records.
- 5) Ability to work with stressful situations while maintaining a professional non-judgmental demeanor
- 6) Ability to work independently and develop constructive and cooperative working relationships with other departments and organizations.
- 7) Ability to exercise individual judgement to comply with laws, regulations and standards.
- 8) Ability to communicate information verbally and in writing to convey moderately complex principles and instructions.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Office setting where the pace of work can be stressful and busy at times. Potential community meetings and home-visits.
2. **Exposure to Hazards:** May be potentially exposed to clients with communicable diseases.
3. **Physical Requirements:** Prolonged sitting, standing and walking with frequent lifting of negligible weight and up to 10 lbs., occasionally.

L. BEHAVIOR: The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Client Services Coordinator perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any behavior or

attitude that will tarnish the name or reputation of the Lac Du Flambeau Tribe will not be tolerated and subject to disciplinary action.

M. OTHER: Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Criminal background check required applicable to the job description. Must maintain strict confidentiality. Must attend all mandatory meetings and participate in training and development activities. Must have a valid driver’s license, have liability insurance, and be insurable. Employee must provide proof of immunity to measles, mumps, rubella, varicella, hepatitis B, Tetanus/Diphtheria/Pertussis (Td/Tdap) at the time of employment and submit to a TB test. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire OR have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURE:

Employee **Date**

Manager **Date**

Previously signed
Tribal Administrator **Date**

Previously signed
Human Resource Director **Date**