



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Position:	Children & Family Services Administrative Assistant
Department:	Child Support Services, Indian Child Welfare, Domestic Violence
Employment Status:	Regular
Class:	Full-Time
Location:	Caney, KS
Immediate Supervisor:	Family & Children Services Director

General Description:

The Children & Family Services Administrative Assistant's main role is to provide support services to the Children & Family Services Director and staff in all aspects of the division needs and requirements. Additionally, the Children & Family Services Administrative Assistant will coordinate the Indian Child Welfare program.

Minimum Qualifications:

High School Diploma with 1-2 years of Administrative/Clerical experience.

Associates Degree in Sociology, Psychology, Social Work or related social services fields preferred.

Must have experience and knowledge of Microsoft Word, Excel, PowerPoint, Access and Outlook.

Must possess excellent oral/written communication skills, record keeping, and data collection skills.

Must be able to maintain strict confidentiality of all client matters.

Must be detailed oriented, accurate, organized and able to work independently and as part of a team.

Must be able to perform basic arithmetic calculations.

Must be able to work in a fast paced and team-oriented environment.

Must be dependable, reliable and trustworthy.

Must possess experience in dealing with individuals in crisis and have strong customer service skills with the ability to defuse tense situations.

Must have a working knowledge of commonly used office machines and computer software including multiple line telephones, voicemail, document shredder, computer email, internet, copier, printer and fax machine.

Must have good interpersonal communication and teamwork skills.

Must be able to pass a criminal background check.

Must have own transportation and clean driving record- may be required to drive GSA vehicle or tribal vehicle to meeting or training.

Duties and Responsibilities:

1. Provide clerical support on behalf of the director and other staff.
2. Greet the public, answer and respond to telephone calls.
3. Distribute and Receive program applications.
4. Maintain the programs' correspondence logs.
5. Transmit information using computer, mail or facsimile machine.
6. Process and prepare memos, correspondence, travel vouchers, or other documents.
7. Assist customers by providing them with departmental information, including directing customers to other Delaware programs and services.
8. Perform administrative support tasks as necessary.
9. Maintain regular contact with state agency social workers, family placements, other involved agencies or parties, and the child, if appropriate.
10. Document case contacts and maintain case files.
11. Receive ICWA notices from county courts for action.
12. Determine eligibility of those needing services.

13. Work with local DHS to perform or arrange for home assessments.
14. Provide reports to county DHS programs as required or when appropriate.
15. Provide or arrange for the everyday need of children within the tribe's case management system.
16. Participate in all state case reviews as required or applicable.
17. Other duties as assigned.