



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Position: Case Specialist

Program: Child Support Services

Department: Family & Children Services

Employment Status: Regular/Non-Exempt

Class: Full-Time

Location: Bartlesville, OK / Caney, KS

Immediate Supervisor: Family & Children Services Director

GENERAL DESCRIPTION:

Provide comprehensive child support services for the Tribe by establishing orders of paternity and child support, locating case parties, enforcing orders, reviewing orders for modification, and collecting and distributing payments. Work includes daily monitoring of open/active cases, conducting research and consultations, assisting with preparation of legal documents, and communicating regularly with division director, program attorney, courts, and program participants.

QUALIFICATIONS:

A minimum of an Associate's Degree in Sociology, Psychology, Social Work or related social service field and a minimum of two years' experience in social services work in public or private sector.

Requires proven ability to read court orders, and to assess/evaluate written legal documents.

Work history should reflect proficiency in case management.

Participation in court cases concerning child support enforcement issues preferred.

Must have strong computer skills in the use of Microsoft Word, Excel, Access and other data-related software programs.

Must possess excellent oral and written communication skills.

Must exhibit the ability to recognize and utilize skills related to confidentiality issues and professionalism.

Must be able to work flexible hours.

Must possess a valid driver's license and be insurable.

Must be able to pass a background check (no felony convictions or misdemeanor convictions for offenses relating to children) and drug test.

RESPONSIBILITIES:

- Performing case management services for all active cases utilizing management tools to ensure strict adherence to Federal, State, and Tribal agreements to increase consistent, long-term financial support and other services for children.
- Maintaining proficiency in Delaware Tribal Court codes and policies and procedures as well as state codes for Oklahoma and Kansas. Follow all procedures established by the Child Support Services Program to identify client needs and to provide case management services.
- Willingness to receive training and maintain certification to perform buccal swab genetic testing and attending training as necessary, including some out-of-state travel.
- Gathering and maintaining available Tribal and community resources for parties in order to assist in removing barriers to employment.
- Working with other jurisdictions to collect debts, locate parties, and gain full faith and credit on foreign orders.
- Professionally represent the child support program and attend various community meetings and events to provide program outreach.
- Meticulously maintain client files by documenting contacts, keeping clear records of actions, conversations, and correspondence.
- Maintaining strict confidentiality of all client matters.
- Informing applicants of case progress upon request.

- Assisting the child support attorney in the office and at court hearings.
- Filing court documents with the Tribal and District Courts, securing signatures and receiving orders.
- Preparing and providing timely required paperwork and reports on assigned caseload.
- Seeking and maintaining a familiarity with Delaware Tribal Culture.
- Performing any other work-related duties as assigned by immediate supervisor.

This job description reflects the general functions required of the employee for this job, but the description should not be considered an all-inclusive listing of work requirements.

INDIAN PREFERENCE POLICY:

In accordance with the Indian Preference Act of 1934, (Title 25, USC, Section 47), Delaware and/or Indian Preference will be observed in hiring.