

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

INDIAN OUTREACH WORKER

JOB DESCRIPTION

Employees in this job perform a variety of duties involving the Native American family by providing instruction, guidance, assistance, motivation and training in child care, home management methods, crisis intervention, etc., to increase client's self sufficiency and reduce and/or prevent neglect or abuse of Native American children and/or adults.

There are three classifications in this job.

Position Code Title - Indian Outreach Worker-E

Indian Outreach Worker 8

This is the entry level. The employee works in a learning capacity as a beginning Indian Outreach Worker receiving close supervision.

Indian Outreach Worker 9

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of Indian outreach activities.

Indian Outreach Worker E10

This is the experienced level. The employee performs a full range of Indian outreach assignments using considerable independent judgment to make decisions requiring the interpretation of guidelines to specific situations without consulting available supervision.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews clients to analyze, evaluate, and determine clients' needs, problems, and goals.

Assists in resolving immediate and long-range problems, such as employment, housing, health, and education by providing information about community resources and making referrals.

Makes periodic home calls to determine needs for housing, food, fuel, medical services, etc., and evaluates the need for emergency services such as furnace repair or electrical service with social service worker and provider based on information collected from these home calls.

Assists clients in completing forms and may translate for clients needing English language assistance.

Applies the mandates of the Indian Child Welfare Act for Native American families, attorneys, judges, community, local agencies, Department of Human Services' staff, and others.

Assists in crisis intervention, such as alcohol and drug detoxification, medical and mental health services, housing, etc. Provides support and guidance when dealing with alcohol abuse in the Native American family and advises where family member(s) can go for help; e.g., Alcoholics Anonymous.

Makes arrangements for medical services, housing and other services, and agencies such as SSI, Veterans' Administration, etc.

Transports clients and families to appointments.

Accompanies clients to special needs classes/agencies such as substance abuse clinics, parenting classes, friend of the court, or "safe" houses.

Serves as an expert witness in court hearings on behalf of the Native American community and on behalf of Native American children regarding foster child adoptions.

Makes presentations to various volunteer and civil organizations, and with various Indian community organizations.

Serves as an advocate and role model for clients.

Provides guidance and support to Native American families regarding such issues as child rearing, education, immunizations, substance abuse among children and adolescents, teenage pregnancy, etc.

Conducts genealogical researches and gathers information from various tribes for determination of tribal membership and tribal identification.

As a representative payee, solely manages clients' bank accounts and financial affairs.

As a third party payee, assists clients in the withdrawal and disbursement of funds.

Serves as a liaison between the Native American community and agencies such as Southeastern Michigan Indians, Salvation Army, Urban Indian Affairs, Michigan Indian Legal Service, American Indian Community Leadership Council, other Department of Human Services' workers and state offices, Native American families and individuals.

Performs related work as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of living skills and self-care techniques.

Knowledge of the various components and terminology of local and state social service programs, appropriate social service forms used for each case and/or service provided.

Knowledge of community resources available for providing assistance to Native American families including state and federal agencies providing housing, employment, health services, protection of Native American rights, and other types of public assistance.

Knowledge of the socio-economic, cultural patterns and backgrounds of Native American customs, particularly those tribes of Michigan.

Knowledge of "safety issues" when making home visits especially the potential for, and acknowledgment of, dangerous situations when visiting clients' homes.

Knowledge of culturally sensitive and special needs to the Native American community and a concern for the future of the Native American population.

Knowledge and awareness of the symptoms and problems related to alcoholism and other dependency type drugs and how to advise the Native American family where to go for assistance/treatment.

Knowledge of federal legislation that pertains to, or affects, the Native American community.

Knowledge of the Indian Child Welfare Act.

Knowledge and ability to conduct extensive genealogical research for the determination of tribal membership.

Ability to work independently.

Ability to understand, communicate with, and establish a rapport with Native American people in the area.

Ability to organize work and establish priorities.

Ability to operate standard office equipment such as a personal computer, keyboard, telephone, etc.

Working Conditions

Services are provided in either the office or the client's home.

Considerable travel is required.

Physical Requirements

None

Education

Completion of two years of college with 30 semester (45 term) credits in one or a combination of the following human service areas: social welfare, social work, sociology, psychology, family ecology, community services, family and child development, guidance and counseling, criminal justice, gerontology, special education, education of the emotionally disturbed, or education of the gifted.

Experience

Indian Outreach Worker 8

No specific type or amount is required.

Indian Outreach Worker 9

One year of experience equivalent to an Indian Outreach Worker 8.

Indian Outreach Worker E10

Two years of experience equivalent to an Indian Outreach Worker 8 or one year equivalent to an Indian Outreach Worker 9.

Alternate Education and Experience

Indian Outreach Worker 8 - E10

Four years of full-time experience providing outreach services* to the Native American Community may be substituted for the education requirement. *Outreach services are defined as conducting weekly parenting classes; working with school children one on one; arranging transportation for medical visits; fund raising for the Child Protection Council; collaborating with Department of Human Services' Services Specialists on Prevention Foster Care and Children's Protective Services cases; assisting with applications for the Family Independence Program, Food Stamps and Medical Assistance; going on home calls with Children's Protective Services and Foster Care workers; reunification home visits; finding shelter for the homeless; helping resolve domestic violence situations; assisting with applications for utility shut-offs; providing cultural diversity training ;grant writing; opening and carrying a prevention caseload; adoption home studies; mediating with the public school system; teaching homemaker classes; supervising Children's Foster Care visits; assisting in job placement; arranging volunteer transportation; arranging food distribution to remote areas; assisting with federal and state taxes; conducting genealogical research; participating in a volunteer program that provides services to children and families in the areas of food, clothing, and housing such as a community food bank, Big Brothers/Big Sisters, Salvation Army, etc.; serving as a county's emergency services worker for Native Americans; supervising AmeriCorps' workers; assisting in loan applications for housing; working with elders to arrange funerals/burial assistance applications; developing a resource directory; assisting with guardianship; counseling for substance abuse; case consultation in Foster Care, Children's Protective Services, and delinquency; making presentations to schools; and assisting Native American families in court.

Special Requirements, Licenses, and Certifications

Possession of a Michigan driver's license.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

INDOUTWKR

Job Code Description

INDIAN OUTREACH WORKER

Position Title

Indian Outreach Worker-E

Position Code

INDOWKRE

Pay Schedule

E42-017

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09/13/2015