

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**  
**NATIVE AMERICAN OUTREACH WORKER**

**JOB DESCRIPTION**

Employees in this job perform a variety of duties to increase self-sufficiency and prevent the neglect or abuse of the Native American population.

**Position Code Title - Native Amer Outreach Worker-E**

**Native American Outreach Worker 8**

This is the entry level. The employee performs a range of Native American Outreach Worker assignments while learning the methods of the work.

**Native American Outreach Worker 9**

This is the intermediate level. The employee performs an expanding range of Native American Outreach Worker assignments in a developing capacity.

**Native American Outreach Worker E10**

This is the experienced level. The employee performs a full range of Native American Outreach Worker assignments and uses independent judgment to make decisions in specific work situations.

**Position Code Title - Native Amer Outreach Worker-A**

**Native American Outreach Worker 11**

This is the advanced level. The employee functions as a senior worker performing the most complex Native American Outreach Worker assignments.

**NOTE:** Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

**JOB DUTIES**

**NOTE:** Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

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 Michigan Indian Family Preservation Act (MIFPA) and the Indian Child Welfare Act (ICWA) for Native American families, attorneys, judges, community, local agencies, Department of Health and 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.

Makes presentations to various volunteer and civil organizations, and with various Native American 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 research and gathers information from various tribes for determination of tribal membership and tribal identification.

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

Serves as a liaison between the Native American community and urban Native American organizations/programs, private agencies, child welfare placement agency/detention center providers, Native American Outreach Workers in other counties, local community boards/committees, other Department of Health and Human Services' workers and state offices, Native American families and individuals.

Prepares and maintains reports, files, and written correspondence related to the work.

Performs related work and other tasks as assigned.

### **Additional Job Duties**

Native American Outreach Worker 11 (Senior Worker)

Regularly performs the most complex and difficult assignments in the work area.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of living skills and self-care techniques.

Knowledge of the local, state, and federal social service programs related to the work.

Knowledge of public assistance available to Native American families.

Knowledge of the socio-economic, cultural patterns, backgrounds, and customs of indigenous Native Americans.

Knowledge of occupational hazards and safety precautions applicable to the work.

Knowledge of culturally sensitive and special needs of the Native American community.

Knowledge of the symptoms and problems related to substance abuse and the assistance available for treatment.

Knowledge of the Michigan Indian Family Preservation Act (MIFP) and the Indian Child Welfare Act (ICWA).

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 Americans.

Ability to organize work and establish priorities.

Ability to operate standard office equipment.

### **Additional Knowledge, Skills, and Abilities**

#### **Native American Outreach Worker 8 (Senior Worker)**

Ability to perform the most complex Native American Outreach Worker assignments.

### **Working Conditions**

Some jobs require an employee to work in the client's home.

The job requires considerable travel.

### **Physical Requirements**

*None*

### **Education**

Completion of two years of college (60 semester or 90 term credits).

### **Experience**

#### **Native American Outreach Worker 8**

No specific type or amount is required.

#### **Native American Outreach Worker 9**

One year of experience equivalent to a Native American Outreach Worker 8.

#### **Native American Outreach Worker E10**

Two years of experience equivalent to a Native American Outreach Worker, including one year of experience equivalent to the Native American Outreach Worker 9.

#### **Native American Outreach Worker 11**

Three years of experience equivalent to a Native American Outreach Worker, including one year of experience equivalent to the Native American Outreach Worker E10.

## **Alternate Education and Experience**

### **Native American Outreach Worker 8 - 11**

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; grant writing/fundraising activities to assist tribal children and families, collaborating with Department of Health and Human Services' Services Specialists on Prevention Foster Care and Children's Protective Services cases; assisting with applications for the Family Independence Program, Supplementary Nutrition Assistance Program (SNAP)/Food Assistance 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.

**NOTE:** Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

## **Special Requirements, Licenses, and Certifications**

Possession of a valid driver's license.

See individual position descriptions for other requirements.

## **JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

### **Job Code**

NAMOUTWKR

### **Job Code Description**

NATIVE AMERICAN OUTREACH WORKER

### **Position Title**

Native Amer Outreach Worker-A

Native Amer Outreach Worker-E

### **Position Code**

NAMOWKRA

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### **Pay Schedule**

E42-005

E42-017

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09/15/2024