



**The Klamath Tribes**  
501 Chiloquin Blvd./P.O. Box 436  
Chiloquin, Oregon 97624

Phone: (541) 783-2219  
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OPEN: 10/24/17  
CLOSED: 11/17/17

EXEMPT:  
NON-EXEMPT:  X

### POSITION DESCRIPTION

**POSITION:** CHILDREN & FAMILY SERVICES NAVIGATOR

**RESPONSIBLE TO:** Children and Family Services Program Manager

**SALARY:** GS-5 \$28,399 - \$35,842 Annual/Full Benefits  
GS-6 \$31,063 - \$39,941 Annual/Full Benefits  
GS-7 Full Benefits (Only for employees with 10+ years of service)

Starting salary will be determined by funding, experience, and training level and normally is not above the first grade, mid-step range.

**CLASSIFICATION:** Non-Management, Regular, Full-Time

**LOCATION:** Klamath Tribes Administration  
Social Services Department  
501 Chiloquin Blvd.  
Chiloquin, OR 97624

### INTRODUCTION

The Children & Family Services Navigator's primary purpose is to eliminate the barriers that prevent families from obtaining services and maintaining a safe, stable home, which may result in the risk of child/ren being removed. They will assure that children, adults, and families, who are at risk due to maladaptive behaviors or circumstances receive preventive or rehabilitative child welfare services. The duties include, but are not limited to, face-to-face visits, complete documentation on health and safety issues, conduct initial assessments, develop individual service plans, provide intensive case management, crisis intervention, increasing access to benefits/healthcare/mental healthcare, community integration, and community development within the residential community.

This position travels between Klamath Falls, Chiloquin, and other rural communities to serve Klamath Tribal families in Klamath County.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Establish, coordinate, and maintain collaborative relationships between participant families and federal, state, and local agencies in order to strengthen the family and lead towards self-sufficiency and family stability. Agencies include Klamath Tribal Health & Family Services, other Tribal Administration programs, the general public, and other community resources.
2. Establish a trusting relationship with children and their families to facilitate family stability.
3. Work with Children and Family Services Program Manager and Department Director to identify and discuss socio-economic issues with families such as dysfunctional parenting, child abuse and neglect, drug and alcohol abuse, medical conditions (including disabilities), mental health, criminal justice, domestic abuse, childcare, housing, and transportation.
4. Monitor and assist families with scheduling appointments, including arrangement of transportation to some appointments and providing barrier-removing practices. Appointments include, but are not limited to drug or family court, parole and probation, alcohol & drug treatment, community service, visit center, other mandatory requirements, legal appointments, and medical appointments.
5. Must introduce or arrange for families to take part in cultural activities, including but not limited to language classes, tribal-sponsored alcohol and drug free events, local pow wows, and gathering practices.
6. Recommend intervention services to address the needs of family members. Develop a case plan detailing the steps for the family to take towards achieving their goals. This includes participation in interagency case management. Must be able to identify and utilize resources that assist families with school age children that are "at risk" for learning or behavioral problems.
7. Frequently assess resources to maintain progress in case management plans. Initiate frequent interaction with clients by telephone, office visits, and home visits to ascertain family progress towards goals/objectives. This includes transportation to client homes within Klamath County.
8. Access and utilize multiple databases to build and track client information
9. Participate in training programs. Attend staff meetings and case consultations, as directed.
10. Keep detailed and complete records on all clients including progress and contacts made during the course of daily meetings. Manage and maintain client files, data, and information systems.
11. Other duties, as assigned.

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Revised: 10/2017

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## **SUPERVISORY CONTROLS**

Work is performed under the general supervision of the Children and Family Services Program Manager. Employee works independently, referring unusual problems or matters affecting policy to the supervisor. Work and records are reviewed on a regular basis to ensure program compliance.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

Ability to meet with the public and staff in a courteous, professional manner; using tact, diplomacy, and mature judgment.

Ability to work with Klamath Tribal families of varying social, educational, and economic backgrounds.

Ability to accurately maintain complete records in accordance with the policies and procedures.

Ability to function effectively under pressure of time and/or demands of several tasks at once.

Ability to perform work and accomplish tasks in accordance with established policies, procedures, practices, and priorities of the department.

Ability to organize and analyze information about individuals through records, interviews, and professional sources for treatment planning.

Knowledge and skill in alcohol and drug case management, child abuse neglect, and domestic violence.

Ability to communicate orally and in writing for the purpose of providing instruction, completing forms and applications, obtaining information, and conveying messages.

Skill in providing direct children and family case management, including formulating social service treatment plans, providing on going social work support, and coordinating service delivery with other agencies.

Knowledge of dysfunctional behavior and drug/alcohol dependency as applied to clients.

Knowledge of and ability to apply tribal, federal and any applicable state laws, regulations, decisions, guidelines, etc.

Knowledge of Children's Justice Act, Indian Child Welfare Act, Violence Against Women Act, Federal and State Regulations and Privacy Act.

Ability to operate a computer with knowledge of various software programs.

Ability to safely operate vehicles in all types of weather conditions and traffic situations.

Ability to maintain strict confidentiality of records and information pertinent to the nature of the work.

### QUALIFICATIONS, EXPERIENCE, AND EDUCATION

- High School Diploma or Equivalent, **REQUIRED**. (*Diploma, GED, or transcripts must be submitted with application.*)
- BA/BS Degree in Sociology, Behavioral Sciences, or related field, *preferred*, **OR** an equivalent combination of education and case management experience equal to four (4) years may be substituted, **REQUIRED**. (*Copy of degree or transcripts must be submitted with application*)
- One (1) year of case management experience, in addition to any used as a substitution for education, **REQUIRED**.
- Experience working with problems of persons living in culturally, socially, and economically disadvantaged communities with emphasis in the cultural, economic, and social aspects of Klamath Tribal family service populations, *preferred*.
- Experience working with child welfare, ICWA, domestic violence and sexual assault, community service/social services, and child agencies and their respective roles, *preferred*.
- Computer experience with an emphasis in the use of Microsoft Word, Excel, and work in a networked environment, **REQUIRED**.
- Ability to type a minimum of 30+ wpm with 90% accuracy. Certification of typing/keyboarding ability is, **REQUIRED**. (*Certification of typing speed not more than one year old must be submitted with application.*)
- Must submit to and clear an alcohol/drug screen test and submit to random testing as per policy, **REQUIRED**. (*Employment will be contingent upon clearing the required alcohol/drug screening test*).
- Must possess a valid Driver's License, have a good driving record and be insurable by the Klamath Tribes. If applicant possesses driver's license from another state must obtain and maintain a valid Oregon Driver's License within initial 90-day probationary period as a condition of employment, **REQUIRED**. (*Copy of valid driver's license must be submitted with application*).
- Must submit to and clear a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for any traffic, misdemeanor or felony crimes, **REQUIRED**.

- Must accept the responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters. In addition, the Oregon Revised Statutes (ORS) 419B.010 identifies this position as having the duty to report child abuse, **REQUIRED**.

### **INDIAN PREFERENCE**

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference.*)

### **ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or nonessential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

### **APPLICATION PROCEDURES**

Submit a Tribal *Application for Employment* with all requirements and supporting documentation to:

**The Klamath Tribes  
ATTN: Human Resources  
P.O. Box 436  
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

**PLEASE NOTE:** If requirements are not met, i.e., submission of a resume in lieu of a tribal application, or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.