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

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 11/16/26
CLOSE: 12/03/26

EXEMPT ____
NON-EXEMPT _X_

POSITION DESCRIPTION

POSITION:	**APD TRIBAL NAVIGATOR**
RESPONSIBLE TO:	Community Services Director
SALARY:	Step Range: 20 -30; Annual/Full Benefits Salary Range: $53,068 - $71,319 Hourly Range: $25.51 - $34.29
CLASSIFICATION:	Non-management, Regular, Full-time
LOCATION:	The Klamath Tribes 501 Chiloquin Boulevard Chiloquin, OR 97624
BACKGROUND:	Comprehensive Employee

POSITION OBJECTIVES

The Aging & People with Disabilities (APD) Tribal Navigator position is responsible for assisting tribal elders and/or members with disabilities in navigating the application process for services provided by the Oregon Department of Human Services Aging & People with Disabilities, within the Tribe's service area who many be eligible for Medicaid services and tribal programs.

The APD Tribal Navigator will serve as the first-point of contact for tribal elders and/or members with disabilities seeking various services. This position will assist in assessing client eligibility for specific program services, application completion, navigating tribal and non-tribal programs which individuals may be eligible for on a case-by-case basis.

The incumbent will assist in application completion, follow-up on client assistance status, successful or unsuccessful obtainment of services, identify barriers to services, provide data collection and record retention. This position requires someone who can work independently with minimal supervision to ensure timely, accurate, and efficient workflow in accordance with policies and program standards. This is a grant funded position.

MAJOR DUTIES AND RESPONSIBILITIES

1. Serve as the first point of contact for serve as the first-point of contact for tribal elders and/or members with disabilities seeking various services; this includes answering routine and procedural inquiries and identifying potential services to meet the needs; including policies and eligibility requirements.

2. Become knowledgeable and remain updated on all existing and/or newly developed direct services programs (tribal & non-tribal) which may benefit applicants based on assessed need; including program eligibility requirements and other such provisions.

3. Determine the need of the tribal member by actively listening to help determine which programs may meet their need; remain calm, professional, and respectful of all callers and members seeking program services.

4. Provide advice and assistance to the individuals with completing applications for services; including, but not limited to, interpreting applicable program policies in regards to eligibility for services.

5. Understand the role of DHS Case Managers concerning Medicaid eligibility for access to Medicaid or Older Americans Act services, whichever is most appropriate for tribal elders or people with disabilities and the assessment process, and the tools used to conduct the assessments.

6. Understand the role of the DHS Case Manager and act as a liaison between tribal community elders or people with disabilities providing them assistance by navigating them through the various application processes and DHS systems and other state agency programs and systems to optimize access and opportunities for eligibility for Medicaid Long Term Services and Supports and Older American Act services available.

7. Conduct pre-screening assessments of tribal elders or people with disabilities for the most appropriate referrals to DHS for APD services as approved consumers. Also act as a resource for referral in addition to DHS related referrals, providing information to tribal elders or people with disabilities about other state agencies or tribal programs to be considered as resource for tribal elders or people with disabilities.

8. Assist tribal elders or people with disabilities who become APD Consumers in understanding their Service Priority Levels to help consumers achieve fuller independence.

9. Assist Consumers in realizing their goals for person-centered planning about their Long-Term Services and Supports options.

10. Accompany DHS Case Managers during their visits to tribal consumers for completion of DHS Medicaid assessments, annual reassessments, or other purposes; as needed when direct contact is made with consumers.

11. Collaborate with the Oregon Home Care Commission to seek opportunities for potential home care workers, as identified by tribal elders or people with disabilities. Identify training needs for Home Care Workers and schedule training sessions.

12. Track all services provided by the Tribal Navigator including contacts with Tribal members, on a monthly basis, and include the information in a quarterly report. Submit a quarterly report to the Agreement Administrator not less than 15 days after the end of each quarterly period describing Tribal Navigator services provided. The report shall enumerate interactions with Tribal Elders, Tribal people with disabilities, DHS staff and others who receive Navigator services denoting accomplishments in correlation with agreement Milestones Chart.

13. Attend APD meetings on a monthly basis

14. Evaluate program application processes and efficiency in service provisions. Identify successful provision of services and barriers in regards to services. Look for opportunities to enhance cross-cultural understanding through training and collaboration and improvements in the Tribal Navigator services and recommend solutions to barriers.

15. Create and maintain a record filing system; following established records management principles. Sort, classify, index and appropriately file program documents. Ensure all documents are filed in a timely manner.

16. Develop Standard Operating Procedures and flowcharts, to ensure consistent practices are followed, as directed by supervisor.

17. Attend meetings or intake appointments, including staff meetings or training sessions, as required. May be required to take notes and/or prepare summary reports.

18. Develop public outreach regarding services available; prepare information/educational media and provide oral and written presentations to a wide variety of audiences; including the public, internal staff, committees and executive staff.

19. Maintain records of correspondence, action items, pending documents and follow up on work in progress to ensure deadlines will be met for the successful attainment of services.

20. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath

Tribes' broader functions, including but not limited to, assisting during tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Community Services Director who provides general instructions. Assignments are completed according to established procedures and in terms of functional/organizational objectives. New assignments are provided in detail, as well as, changes in current procedures. Work is spot checked for accuracy, adequacy, and timeliness.

Supervisor will provide general instructions on policy and/or procedure changes and reporting requirements and will set overall objective and priorities. Employee will perform daily assignments independently, resolving normal questions, and problems according to established procedures and past experience and precedent. Unusual, new, or complex assignments are discussed with the supervisor.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of or the ability to quickly learn, The Klamath Tribes' mission, vision, values, cultural practices and traditions; including tribal service program guidelines, regulations and procedures.

Ability to learn and interpret Federal, State and Tribal law as it pertains to the facilitation of program services and federal spending guidelines.

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

Must maintain a positive attitude and above average customer service skills with the ability to work with angry and/or disgruntled persons in a cooperative and effective manner.

Ability to establish and maintain effective and cooperative working relationships with co-workers, other departments, state, county and local agencies, contractors, tribal members, elected tribal officials, and the general public.

Must have excellent computer skills; including the ability to use computer in order to perform various word processing, spreadsheet, and desktop publishing. Must be able to create and revise a variety of documents in order to prepare correspondence and reports. Emphasis will be on accuracy and attention to details

Above average knowledge of grammar, spelling, punctuation, and vocabulary skills.

Ability to communicate orally and in writing. This person should be able to express his/herself in a clear and concise manner for the purposes of correspondence, reports and instructions, etc., as well as for obtaining information or conveying messages between the client and program representatives.

Ability to stay focused, efficient and effectively manage multiple priorities, while meeting deadlines.

Must be a self-starter with the ability to perform with little or no supervision, working independently and cooperatively with a team.

Must be able to perform all duties in a manner that ensures the **strictest confidentiality**, due to access to sensitive information.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: ***Failure to comply with minimum position requirements may result in termination of employment.***

- **REQUIRED** to possess a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.)*

- **REQUIRED** to have an Associate's Degree in business administration, public administration, sociology or related-field **OR** possess an equivalent combination of education and experience which satisfactorily demonstrates the knowledge, skill, and ability to perform the job duties may be considered in lieu of degree. (Must submit a copy of diploma/or transcripts for educational consideration.)

- **REQUIRED** to have a least one (1) year of experience managing an office or acting in the capacity of support staff.

- **REQUIRED** to attend the earliest possible training class offered for Case Manager Training within 75 days of their hiring. The Tribal Navigator(s) shall complete training prior to performing Agreement services (no cost to employee).

- **REQUIRED** to complete mandatory reporting training and Adult Protective Services training within 30 days of hiring.

- **REQUIRED** to shadow an APD Case Manager for at least 20 hours within 60 days of hiring.

- **REQUIRED** to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

- **REQUIRED** to be willing to work an irregular work schedule outside of normal business hours, as scheduled by supervisor.

- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. (Must submit a copy of driver license with application.)

- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.

- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

- **REQUIRED** to accept 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.

Preferred Qualifications:

- Demonstrated positive work experience that involved a diverse group of clientele and staff, preferred.

- Higher education credits with transferrable work experience; or college degree is preferred. (Copy of transcripts must be submitted with application.)

INDIAN PREFERENCE

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

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily 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 non-essential 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 PROCEDURE

Submit the Klamath Tribes ***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.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	**Employee (signature)**