



The Klamath Tribes

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

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

OPEN: 07/29/22
CLOSE: 08/12/22

EXEMPT ____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: HEALING WINDS INTAKE COORDINATOR

RESPONSIBLE TO: Healing Winds Program Manager

SALARY: Step Range: 12-31; Full Benefits
Salary Range: \$35,990 - \$63,109
Hourly Range: \$17.30 - \$30.34

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: The Klamath Tribes Administration
501 Chiloquin Blvd
Chiloquin, OR. 97624

BACKGROUND: P.L. 101-630

POSITION OBJECTIVES

The Healing Winds Intake Coordinator is a support staff position for the Healing Winds Program within the Social Services Department. The Healing Winds Intake Coordinator is the first-point of contact for new victims seeking program services. The Intake Coordinator will be responsible for answering the Healing Winds Crisis Line during and outside of normal business hours. The Intake Coordinator will determine eligibility for the Program, assign appropriate Healing Winds Advocate, and assist victims with navigating outside agencies, Tribal and non-Tribal programs which the inquiring victims may seek legal action or services.

This position will also perform a wide variety of clerical and administrative activities in support of the Healing Winds Program. Under the direction of the Healing Winds Program Manager, the incumbent will track status of client assistance, cost assignments, budget balances, procurement of equipment and capital equipment, property management, vehicle maintenance, data collection and retention, records management, and credit card balances and payments. This position requires someone who can work independently with minimal

supervision to ensure timely, accurate, and efficient workflow in accordance with policies and standards. This position will also work closely with the supervisor in areas of fiscal control and budget management.

MAJOR DUTIES AND RESPONSIBILITIES

1. Operate Healing Winds Crisis Line during and outside of normal business hours. Must notify supervisor of hours worked outside of scheduled work hours, for appropriate work schedule adjustments.
2. Remain calm, professional, and respectful to Crisis Line callers or new clients seeking program services. Intake Coordinator may need to contact law enforcement and will utilize training to assist client via telephone to resolve safety concerns.
3. Be fully aware of and able to share accurate information of the Healing Winds Program eligibility, services, and supports. Screen each caller to determine if they are eligible for the Healing Winds Program. Ask questions tactfully and professionally to ensure program eligibility. Adhere to program protocol for eligible and ineligible individual including providing navigation service to assist with identifying appropriate agencies, tribal and non-tribal programs to resolve basic human and immediate needs and/or assign appropriate Healing Winds Advocate.
4. Maintain grant-required data on daily basis to ensure accuracy. Obtain data tracking worksheets from Program staff and input into appropriate tracking systems, grant reporting portals, and retain records effectively. Responsible for tracking and maintaining grant reporting requirements.
5. Process all financial transactions in a timely manner and closely tracks status of client assistance to provide updates to Healing Winds Advocates or Program Manager as requested. Information must be detailed; including voucher/purchase order number, check number, payment date, mail date, vendor ID, payment amount, invoice number, and other payment details. Resolve outstanding balances or inaccuracies in timely manner.
6. Update daily transactions for multiple funds, to include balancing, reconciling, adjusting, or examining accounts; developing or verifying accounting data for reports, statements, and schedules; maintain purchase records for programs and compilation of data for reports and financial statements.
7. Responsible for accurately tracking inventory of in-kind program assistance, program supplies, equipment, and contents of storage unit. Maintain custody forms and assignment logs.

8. Assist with management of program vehicles. Including tracking vehicle use, vehicle maintenance/repairs, tire changes, fuel cards, driver pins, vehicle inspections, and keys.
9. Oversee scheduling and arrangements for conferences, meetings, lectures, events; this includes space, time, equipment, notification, etc. Attend meetings or proceedings, including staff meetings or training sessions, as required. May be required to take notes and/or prepare summary reports.
10. Maintain and secure needed office supplies, publications, and services.
11. Route travel request, advance, return, and reconciliation forms for staff.
12. Maintain records of correspondence, action items, pending documents and follows up on work in progress to ensure deadlines will be met.
13. Responsible for program purchases and adhering to Klamath Tribes' Procurement Policy. Stay informed of and follow all current Tribal and Program purchasing tier requirements.
14. Generate Standard Operating Procedures and flowcharts; as applicable and directed by supervisor.
15. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

Work is performed under the direct supervision of the Healing Winds Program Manager. Assignments are completed according to established procedures, using set standards. New assignments are provided in detail, as well as, changes in current procedures. Major or new issues are referred to supervisor for clarification. 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 objectives 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 the STOP Violence against Women Act (VAWA); Victims of Crime Act (VOCA), Oregon Department of Justice Crime Victim and Survivor Services Division (ODSVS), and Office for Victims of Crime (OVC) Tribal Victim Services Set-Aside Program (TVSSA).

Ability to work with angry and/or disgruntled persons in a cooperative and effective manner.

Ability to handle volatile and sometimes dangerous situations with professionalism and safety as a first priority.

Knowledge of domestic violence, sexual assault, sex trafficking, dating violence, elder abuse, stalking, providing services to survivors of homicide victims, generational trauma, dysfunctional behavior, chemical dependency issues.

Knowledge of standard office procedures necessary to provide for the smooth and efficient operation of the program by maintaining appointment calendars and schedules, tickler files, setting up meetings, and conferences, etc.

Basic accounting/bookkeeping knowledge required to understand the relationship between items in the chart of accounts and the proper funding codes along with the ability to maintain running balance sheets by program and appropriation for computing payments.

Must be detail oriented.

Must have excellent typing and computer skills. Emphasis will be on accuracy and attention to details. 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 letter and report formats in order to prepare correspondence and reports.

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

Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing, and prioritizing work.

Knowledge of standard filing systems in order to prepare, file, and retrieve various documents efficiently.

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 supervisor and other staff members.

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

Skill in safe operation of vehicles under all types of weather conditions, traffic situations, and with passenger.

Must be able to lift, move, carry, and maneuver minimum of 35 pounds for extended periods of time.

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

QUALIFICATIONS, EXPERIENCE, EDUCATION

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

- **REQUIRED** to possess a minimum of 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 social services, human services, public administration, or related-field **OR** 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 and/or transcripts for educational consideration.)*
- **REQUIRED** to have at least one year of experience managing an office or acting in the capacity of a support staff.
- **REQUIRED** to complete and maintain grant-required training.
- **REQUIRED** to work an irregular work schedule outside of normal business hours, in accordance with major duties and responsibilities and as scheduled by supervisor.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to communicate and model respect for and towards all clients, Tribal members, Tribal officials, supervisors and co-workers.
- **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 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.
- **REQUIRED** to be fully vaccinated for COVID-19 or have approved exemption status before the first day of employment, as per the Klamath Tribes' COVID-19 Mandatory Vaccination Policy.

Preferred Qualifications:

- Previous work experience in a victim's services agency; demonstrated understanding of advocate privilege and confidentiality laws pertaining to victims.
- Previous work experience of two or more years managing an office or acting in the capacity of a support staff.
- Demonstrated positive work experience that involved a diverse group of clientele and staff, preferred.

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 Resource
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)