



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

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

**OPEN: 04/04/23**  
Until Filled

EXEMPT \_\_\_\_\_  
NON-EXEMPT X

**POSITION DESCRIPTION**

**POSITION:** ELDER CASE MANAGER

**RESPONSIBLE TO:** Community Services Director

**SALARY:** Step Range: 15-34 Full Benefits  
Salary Range: \$41,687 – \$73,098  
Hourly Range: \$20.04 – \$35.14

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

**LOCATION:** Klamath Tribes Administration  
Community Services Department  
Chiloquin, OR 97624

**BACKGROUND:** Comprehensive

**POSITION OBJECTIVES**

The primary purpose of this position is to establish a main point of contact for the Tribal Elder population and to act as a liaison between Tribal entities and other community agencies and programs to gain assistance or other services on behalf of elder clients; to provide support to the Tribal Elder population by working with them individually or as a group as needed to navigate tribal, public or private sector resources; and to follow up with clients to ensure the needed assistance was acquired and continues as planned. The work includes various responsibilities involving different processes and methods, requiring knowledge of collecting and disseminating information and maintaining files of a confidential nature.

This position requires someone who can work independently with minimal supervision to ensure timely, accurate and efficient workflow in accordance with administrative policies, procedures and standards of the Klamath Tribes. The work involves sensitive information of a personal nature and highly confidential matters regarding the population being served.

Employee must be able to perform multiple tasks calmly and effectively, due to the nature of the work.

## **MAJOR DUTIES AND RESPONSIBILITIES**

1. Maintain knowledge of functions and eligibility of tribal, public and private agencies and institutions providing social support service to the elderly.
2. Collaborate with the Elder Outreach Worker and other Tribal staff to establish contact with tribal elders 60+ years of age and to serve as a point of contact to provide individual or group assistance with connection to needed services and referral to clients regarding local programs.
3. Work with Elder clients to assess, plan, implement, coordinate, monitor and evaluate options and services necessary to meet the Elder's needs.
4. Act as an advocate on behalf of elders who need assistance navigating tribal, public or private sector resources representing client's interests and providing assistance and follow-up.
5. Assist clients who are unable to communicate clearly to ascertain needs or provide support to obtain needed assistance or services.
6. Responsible for establishment and maintenance of all office systems, filing, correspondence and action records pertaining to Elder Case Management, including computerized and paper systems. Will be required to document all activity for each client within the case files, maintaining progress and action for every contact established.
7. Monitor care/actions plans for appropriate services for clients as individual situations change, work with providers of in-home and other services to maintain care plan. Work effectively with other social agencies to partner for care needs of client.
8. Prepare written program reports to record progress of individual clients and the elder population as a whole. May be required to provide oral program updates.
9. Arrange for conferences, meetings, lectures, events, including space, time, equipment, notification, etc. Will be required to travel to sites using tribal or private vehicles for the purpose of meeting with elder clients.
10. Regularly visit at the Elders/Senior Meal site and Outreach programs and Elders living quarters to check in and see how clients are doing.
11. Coordinate with Tribes' website manager to update application forms and flyers on the Tribes' website, as needed.

12. The incumbent will be called upon to accomplish other tasks within their scope of work.

### **SUPERVISORY CONTROLS**

Work is performed under the general direction of the Community Services Director. The Director makes assignments involving familiar concepts in terms of objectives to be achieved. The employee plans and carries out the successive steps of the work assignments, and independently handles deviations in the work assignment in accordance with instructions, policies, and previous training, and/or accepted practices in accordance with various established office procedures. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to Director who is available for advice and assistance in unusual or unprecedented situations. After initial training, work is performed independently.

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

Good keyboarding skills and the ability to proofread words and numbers accurately. Emphasis will be on accuracy and attention to detail.

Above average knowledge in word processing; automated office systems; computers, spreadsheets and database management including data reporting.

Knowledge and ability to operate Adobe Acrobat, Microsoft Word, Microsoft Excel, Microsoft Outlook and work in a networked environment.

Ability to establish and maintain an effective filing and records management system including electronic and paper records.

Ability to communicate orally and in writing. Ability to express them self in a clear and concise manner for the purposes of advocating Elderly clients' needs; correspondence, reports, and instructions, as well as for obtaining information or conveying messages. Must practice kindness, and compassion and caring of all contacts.

Ability to learn and understand the application processes for all tribal programs and public and private sector assistance programs as well as eligibility criteria.

Ability to work independently with little supervision.

Ability to keep good organization within the Community Services Department offices by using different methods for getting projects and duties completed in an organized, systematic and timely manner.

Good customer service, public relations, and interpersonal relationship skills. Emphasis will be placed on customer service experience and qualities.

Ability to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to perform work and accomplish tasks following specific procedures and in accordance with established policies, procedures, practices, and priorities of The Klamath Tribes and other outside entities necessary to gain assistance on behalf of Elder clients. This includes the ability to plan and organize work using one's own initiative and to seek information and assistance from other sources as necessary, making decisions based on experience.

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 an Associate Degree in Human Services or related field; **OR** two years of relevant experience and/or training in related field may be substituted for degree.
- **REQUIRED** to have record keeping experience for the purpose of recording all aspects of client contact from file establishment, to monitoring and follow up.
- **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 have experience with standard office equipment such as computer, telephone, photocopier, fax, printer, scanner, etc.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **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:**

- Experience working with Native American populations.
- Experience working with Elder or other vulnerable populations

**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)**

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