

YUROK TRIBE JOB DESCRIPTION
Eligibility Technician

Job Title:	Eligibility Technician				
Job Grade:	6/7	FLSA Status:	Non-Exempt	Location:	All
Department:	Client Services Department		Division:	NER-GERY 'Oohl', Helping Yurok People - Health & Human Services	
Reports To:	Eligibility Coordinator				
ALL HIRING IS SUBJECT TO THE YUROK TRIBE'S HIRING PREFERENCE					
Salary Range:	\$20.67-\$26.97/\$22.70-\$29.62				

POSITION SUMMARY:

Process tribal social services program intakes for Client Services Department (CSD). Maintain client log and follow-up services for referrals. Perform administrative duties as needed. Help tribal members complete referral forms and intake packets.

DUTIES AND RESPONSIBILITIES:

1. Record all intakes received for CSD.
2. Track all clients on master list.
3. Ability to use multi-line phone system.
4. Help Tribal members and community fill out referrals for services.
5. Help Tribal members and community fill out intake packet.
6. Responsible as point person for all intakes and referrals for CSD.
7. Coordinates inter agency and external agency referrals.
8. Determine and facilitate application and referral processing for all eligible programs within Ner-Gery 'Oohl', division.
9. Compile data for reports having to do with intake/referrals and access to services.
10. Conduct professional behavior and communication with participants and co-workers.
11. Maintain strict confidentiality at all times
12. Assist with process improvement of program administration.
13. Document all contact with program participants in the identified database.
14. Communicate with and assess the needs of individuals with physical and mental disabilities, health issues substance abuse and mental health issues.
15. Problem solving activities include action planning, identifying resources, goals, and timelines to resolve issues, etc.
16. Participate in trainings, events and activities.
17. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities within this position.

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MINIMUM QUALIFICATIONS:

- Knowledge of health and wellness activities.
- Ability to work independently with minimal supervision for routine tasks.
- The ability to work as part of a strength-based team.
- Ethical judgment in decision making.
- Intermediate skill and knowledge of computer terminology and the ability to navigate through computer screens and complete and review basic computer documents and other forms.
- Knowledge of English, grammar, spelling, punctuation, and a variety of letter and report formats in order to prepare correspondence and reports.
- Demonstrated skills in planning and implementing activities that promote health and wellness.
- Flexible work schedule is required, to include evening and possible weekend hours as needed to provide services, training, and presentations to families as well as other community events.
- Ability to calculate figures and amounts to perform eligibility determinations such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Recognition that in order to serve Yurok People one must know as much as possible about Yurok history, culture, and values.
- Experience with Microix preferred.

EDUCATION/EXPERIENCE:

Grade 6: Associate degree from an accredited college or university and three (3) years of experience in a comparable setting or Seven (7) years of progressively responsible experience in a comparable office setting.

Grade 7: A bachelor's degree in a Behavior Science, Social Science, or closely related field or one (1) year of specialized experience equivalent to the next lower grade level.

Equivalent combinations of education and experience are qualifying for all grade levels of this position.

CONDITIONS OF EMPLOYMENT:

- All applicants are subject to the Tribe's Drug and Alcohol-Free Workplace Policy including pre-employment screening.
- Valid state issued driver's license and/or the ability to obtain a California or Oregon driver's license. Must be insurable on the Tribe's insurance policy. If applicable.

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- Must pass a comprehensive background check.

LANGUAGE SKILLS:

Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Knowledge of Yurok language is preferred but not required.

REASONING ABILITY:

Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to walk, stand, and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 20 pounds.

VISION REQUIREMENTS:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

I, _____, (print name), acknowledge receiving a copy of this job description. I also understand that, as an employee, I am expected to perform my assigned duties, to read and abide by all Yurok policies and procedures—personnel, vehicle usage, procurement, etc. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

Employee Signature

Date

Employee #

Supervisor Signature

Date