



Spirit Lake Tribe
P.O. Box 359
Fort Totten, North Dakota 58335
karenj@spiritlakenation.com

Job Title:	Community Resource Advocate/Liaison	Open Date:	November 19, 2019
Program:	Tribal Administration	Close Date:	December 3, 2019

Position Objective: Serves as a point of contact between tribal government, program administration, & service components with the people they serve. Will be working with a variety of programs throughout the tribal service system, all its entities and all outside identifiable resources that can be used to help; is a personal contact for the Tribes clients, customers, and community tribal members. They help orient people with current new programs, and their services areas. Advocating for community members in need of services is a key responsibility. This individual's talents of speaking with different kinds of people and making a difference in the lives of others at the grassroots level is vital. Is responsible for interviewing, assessing, and advocating for community members, assisting tribal council needs for meeting their constituent service needs, and programs administrators who need assistance with client services; is responsible for working closely with initial assessment and placement of community members within a specific program service area of identified need.

Major Duties & Responsibilities

- Develop a resource manual and collect all required reference information from every entity, in one location to be used as the official service document and update as needed.
- Will work both independently and cooperatively with other staff members in identifying and resolving specific needs and assisting in removing barriers to service.
- Will be responsible for program coordination including planning, developing, and implementing program strategies.
- Will make phone calls and home visits as necessary and as needed with programs, families, and clientele in need of service.
- Meet clients individually and offer them guidance, advice, and provide referrals to services, serve as the liaison between tribal government, program agencies, and their customers to meet the service need identified or sought.
- Reinitiating contact with program staff, community members, or clients that need follow-up is another key. Includes verification completion and consumer satisfaction.
- Connect special populations with government service or community programs including disabled and elderly referrals connecting them to the service area of need.
- Community relations management: knowledge of our local community needs and the ability to interview others to get needed information to coordinate and collaborate services with the community members. This position's goal is to increase public awareness of the Tribal programs and their services. Will attend appropriate tribal meetings with local community members to discover their issues and concerns. Following a meeting, will write reports to share insights with the Tribal Council and Tribal programs; may conduct further research and organize follow-up meetings with certain community leaders.

- Conflict Resolution: will be responsible for identifying the root cause of disputes and using positive working solutions to encourage resolution.
- Public Speaking: will need strong public speaking skills, within program's management and service staff personnel of the tribal programs. Promotional skills are essential for community advocate to effectively share their message with tribal members seeking services.
- Interpersonal Skills: will perform general administrative/related duties as assigned, will complete documentation and written reports as assigned and needed. Comfortable using typical workday software. Create case management log, files as necessary. Provides initial intake assessment, referrals and discussions. Develops reports for Tribal Council as needed or requested. Advocates for applicants/clients/customers by phone and in person. Resolves questions involving eligibility requirements with programs and customers. Interprets program guidelines, processes, and support services. Refers community members to community services as appropriate. Schedules community members into service system as available, troubleshoots issues relating to schedules. Identifies and recommends service needs.
- Work Environment: work is typically performed in an office environment. Occasional travel to local community-based programs, community districts and local services providers in the surrounding area requiring use of a personal vehicle. Requires the ability to work some evening and weekend hours as priory approved and based upon need.
- Physical Requirements: attendance at district community events requires ability to lift or pull boxes of material that may weigh up to 25 lbs.

Knowledge, skills, and abilities required:

- Demonstrated knowledge of tribal, service program's policies and procedures.
- Demonstrated knowledge of services provided by various tribal based programs, entities and surrounding area services located off reservation but responsible for servicing Spirit Lake people.
- Conducts initial assessments and evaluates results for program suitability.
- Coordinates schedule of services and ensures appropriate programs are apprised of current community member's needs.
- Provides program information; identifies appropriate services for community members, reviews eligibility requirements and assists with applying services when needed.
- Skill in operating a computer, various supporting software packages and variety of office equip.
- Ability to prioritize and manage multiple objects or to change priorities quickly.
- Ability to work with an ethnically and culturally diverse population.
- Ability to cooperatively identify and resolve problems or issues with community members and program services personnel.
- Ability to effectively communicate in oral and written form.

Qualifications, experience, and education required:

- Associates degree for this field include, or are related to, business, sociology, social work, public administration; experience performing the duties of this job may substitute for the degree requirement on a year by year basis.
- Seeking a minimum of two years' experience conducting community outreach and coordination.
- Demonstrated experience working with various diverse and at-risk populations, administrative assistant type services.
- Experience working with individuals, clients in advising and developing steps to achieve service needs seeking to instill independence, empowerment and self-reliance.
- Experience assessing needs and coordinating community-based services.
- Will have a passion for helping others and speaking with groups and individuals.

Job Role:	Advocate/liaison	Department	Tribal Administration
Employment Status	Full Time Permanent	Supervision	
Hourly Salary Range:	DOQ	Manages Others:	NO
Number of Vacancies:	1	Classification: Exempt/Non-exempt	

Please Send Application to:

Name:	Spirit Lake Human Resource Dept	Email:	ndemarce@spiritlakenation.com or normar@spiritlakenation.com
Address:	P.O. Box 97	State	North Dakota
City:	Fort Totten, North Dakota	Zip/Postal Code:	58335
Phone:	701-381-0204 or 701-381-0361	Fax:	701-766-1272

Application Procedure	Complete application/Completed resume/Application materials must clearly explain how experience and education are related to minimum qualifications and job duties. Copy of Credentials /License/Copy of college transcripts/copy of valid driver's license/Names, addresses, phone numbers and permission to contact three references/If seeking Indian Preference a copy of Tribal Enrollment must be attached/ If seeking Veteran's preference must include Form DD214/Authorization signature will be required for background check and drug testing.
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