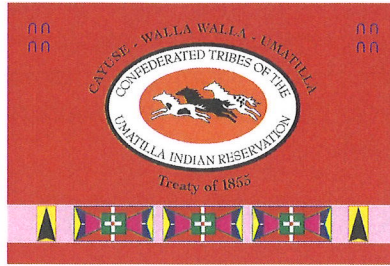


CONFEDERATED TRIBES OF THE UMATILLA INDIAN RESERVATION
46411 Timine Way, Pendleton, OR 97801
(541) 276-3570 FAX (541) 276-9060



Note: 2 positions

INTERNAL POSITION DESCRIPTION and VACANCY ANNOUNCEMENT

Open to Existing Employees and CTUIR members

POSITION TITLE: Vocational Rehabilitation Case Manager (**2 positions**)

SALARY: Salary Range: 8
\$46,904.64 - \$65,573.52 Annual
DOE/DOQ

DEPARTMENT: Administration, Office of Human Resources

LOCATION: This position is located at the Nixyáawii Governance Center, Mission, Oregon, Confederated Tribes of the Umatilla Indian Reservation

EMPLOYMENT STATUS: Full Time with benefits package
Covered Status position – Requires a background check
Non-Exempt (*This is a grant funded position and is contingent upon grant funding*)

SUPERVISED BY: Tribal Vocational Rehabilitation Program Manager

OPENING DATE: August 28, 2024

CLOSING DATE: September 6, 2024

CTUIR MISSION STATEMENT

Exercise the Tribe's sovereign authority to achieve the maximum protection of resources identified in the Treaty of 1855; to protect newly acquired lands wherein the Tribe has a vested interest, to protect the lands of all the citizens and residents of the Umatilla Indian Reservation. This position will protect human life, water, land, air, and wildlife by exercising professional skills and abilities in the protection of the resources of the Confederated Tribes of the Umatilla Indian Reservation.

GENERAL STATEMENT OF DUTIES:

Guided by the principles of fairness, inclusion, customer service, and teamwork, the CTUIR Office of Human Resources provides leadership required to promote a results-oriented work environment to meet the human resource needs of the Tribes. As a Vocational Rehabilitation Case Manager, the primary role will be to offer Vocational Rehabilitation Services within the service delivery area, understand and incorporate federal, state and tribal requirements for providing services, work with partner programs to expand current services, and provide proactive case management to all participants. Planning, developing, organizing and implementing the program's objectives that coincided with the Human Resources mission statement by providing job placement and career development to CTUIR employees and community members, and maintain a safe, efficient and legally compliant work environment for employees.

EXAMPLES OF ESSENTIAL DUTIES & RESPONSIBILITIES:

Primary

1. (35%) Conduct one-on-one eligibility intakes for potential clients and update case files using documents provided by client. Work with clients on their Individual Plan for Employment (IPE) in removing their barriers to employment. Keep client files up to date with documentation of progress and case notes. Once a client is successfully employed for 90 days, follow up services will be done at least quarterly through first year of employment. Work individually with clients and employers once the client has entered employment and the year of follow up services. TVR Staff responsible to keep files current and ensure case notes are entered in AWARE Data Base with supporting documents placed in the client's files.

In conjunction with training and classes offered through the Tribal Vocational Rehabilitation Program (TRV), will teach clients interviewing skills, effective communication, and how to write a resume. Provide ongoing Job Readiness Workshops as time and space allows. Will assist client in locating job openings; conduct job and task analysis to determine the skill level of clients for employment placements; assist in evaluating vocational goals and perform vocational evaluations; develop client oriented training materials that will be used for assisting clients in job readiness; assess and advocate for clients to assist employers with job accommodations when clients are interviewed or secure employment. Ensure that client has the ability to work scheduled hours and ability to perform job functions. May need to assist/show client how to do a particular job or task and help develop "cues" for client to be able to do job on his/her own. Provide on-going monitoring and feedback to clients, employers and supervisors regarding the success of job placements and job development as required.

Encourage clients to participate in Inner Balance workshops to nurture cultural awareness and personal wholeness.

2. (10%) Responsible for organizational planning and development, including forecasting the manpower needs to support the Tribal organizational structure and goals for consumers with Vocational Rehabilitation needs. Responsible for development and implementation of training for consumers to meet the minimum qualifications for employment opportunities. Responsible for forecasting Economic and Community Development projects to link employable consumers with career opportunities that will promote self-sufficiency. This position must take the lead in developing a cooperative partnership with various CTUIR Departments, State and Federal Vocational Rehabilitation Services and outside the tribal community to strengthen career opportunities and successfully transition employment into careers.

Establish, within the local region, strong working networks with Tribal Programs, Schools and Private and Government Sector Employers. Will communicate on many levels of interrelated working relationships, including but not limited to other programs that may work in conjunction with clients in the Spirit of successful employment and counseling. Will also work as an advocate for client rights

maintaining good relationships with schools, employers and partnering programs. Must maintain open communication and provide a working relationship with each client.

3. (5%) Coordinate information exchange between CTUIR and other governments, businesses, and non-profits in support of Vocational Rehabilitation at the CTUIR. Whether appointed as a member, or required attendance at meetings, the Vocational Rehabilitation Case Manager will attend and participate in meetings that involve Vocational Rehabilitation services, workforce and training opportunities through a variety of community meetings, trainings and webinars.
4. (40%) Oversees the collection and administration of personnel data from which reports can be generated as needed, including labor reports, employee demographics, recruitment costs, turnover rates, and other measurable employment statistics. Prepare reports for the Program Manager and funding agencies as necessary or requested. The Vocational Rehabilitation Case Manager will analyze data on a quarterly basis to ensure optimal performance and program compliance requirements. This position must supply a variety of statistical, narrative and responsive reports that reflect the successful work completed by the program, identify weaknesses, propose solutions and implement recommendations. Reports must be ready for news articles, press releases, Committee/Commission presentations, Vocational Rehabilitation Council reports, supplemental information and data on collaborative grants, and progress/annual reports that will reflect the overall employment conditions for CTUIR TVR consumers.

The Vocational Rehabilitation Case Manager must work as a client advocate with all employers to address retention, client worker satisfaction and client accountability. Case Manager helps employers understand how TVR can assist in direct employment. Develop employment resources; train employers on the financial incentives for hiring persons with disabilities, client potential and capabilities and use of technology to afford job accommodations; maintain client's contact notes and submit report to program director on a regular monthly basis.

5. (5%) Meet regularly with employers and community programs to assure that their needs are being met. Seek out ways to improve service and develop strong linkages with clients in the service delivery of the reservation through open forum information exchanges. The Vocational Rehabilitation Case Manager must foster an "open door" policy with all local employers to better understand their employment needs. Once an understanding of the employer needs is identified, the Case Manager must identify the training, enroll participants and fulfill the training need. All of this work must be in consideration of the projected performance measures and general accounting procedures.
6. (5%) Maintain current knowledge of vocational rehabilitation, employment laws, policies and practices affecting Tribes, making recommendations for change when conducive to operational and tribal sovereignty needs. Develops and maintains objective education and training institution prescreening criteria at a minimum: acceptable attrition ratios, successful job placement statistics both short and long term, candidate specific and appropriate curriculum placement, costing, etc. Educate program staff on job placement statistics to ensure greater compliance with federal and state performance measures. All training must be verified to meet the federal performance measures for graduation rates, industry standard training, employment rates and retention rates. See that monthly reports and data are on time and accurate. Make sure consumer files are in order and plans are in place for each client we are servicing in accordance with RSA regulations. Use data & reports to tell story in a chart or analyze results with graphs. Computer skills for reports and training/teaching others. Be a self-starter with good work ethic; professional with peers and clients as well.

Participate in additional organizational management activities as required and attend meetings related to Vocational Rehabilitation and community resource linkages. Enhance professional growth and development through participation in educational programs, meetings and workshops.

7. Other duties as assigned by TVR Program Manager as related to the position duties and responsibilities.

Operational:

1. Adhere and coordinate with federal, state and tribal Vocational Rehabilitation services on an annual basis, or as needed, to maintain policies that are consistent with operational needs.
2. Establish, monitor and evaluate the Vocational Rehabilitation clients' salaries and work plans; making recommendations to ensure work performed is compensated fairly. Ensure all clients and supervisors have access to labor laws, EEOC, and ADA regulations.
3. The Case Manager will ensure program compliance from each Vocational Rehabilitation client and from each employer participating in the program. The Case Manager will serve as a client advocate and an employment liaison with each employer as needed. This will foster the "open door" policy to promote cooperation, retention and overall satisfaction. The Vocational Rehabilitation Case Manager will ensure all expenses are paid in adherence to Tribal Accounting procedures and approved by the accounting guidelines of each funding agency.
4. Proactively promotes the varied career opportunities within the Tribal organization for employees, students and community members. The Vocational Rehabilitation Case Manager may assist participants to obtain job promotion or promote job retention through IPE by assisting client to overcome barriers.
5. The Vocational Rehabilitation Case Manager is responsible for developing a motivational orientation program to educate clients about organizational goals, missions, working relationships, and resource availability in a variety of work environments. The Vocational Rehabilitation Case Manager will be responsible for a one year follow up component that will address job retention and program success. Along with reporting responsibilities, the Vocational Rehabilitation Case Manager will research cooperative partners to assist in a variety of resources to promote retention, success and satisfaction.
6. Work as a team with the Tribal Employment Rights Program and CTUIR Human Resources. The position will also collaborate with Workforce Development Department. Office to promote and implement such tribal rights and privileges within the ceded land areas and within the exterior boundaries of the reservation with state, county and federal agencies and with private business.
7. May, on occasion and as needed, supply client transportation. Will maintain confidentiality of all client information. Serve as an on-going advocate for people with disabilities. Understand and use material from section 121 of the Rehab Act, the ADA and the governing regulations for these laws.

Other:

1. Comply with Tribal Personnel Policies Manual, HIPAA guidelines, safety codes, etc.
2. Promote a clean, safe and healthy work environment for employees and guests. Immediately report all concerns and requests to immediate supervisor.
3. Promote internal customer service standards through courteous and respectful behavior. Will also be front line staff for the office; answer multiple phone lines, meet & greet customers, and general public.
4. Other related duties as assigned.
5. May also be requested or required to attend General Council, Board of Trustees sessions, training, seminars, and in various locations, on & off site from Tribal campus in support of the Vocational Rehabilitation services.
6. Provide reports as needed to respond to CTUIR Tribal Organization.

CONFIDENTIALITY

Personal employee information is confidential and as such is to be shared only as required and only with those who have a need to have access to such information. All Human Resources Staff shall comply with employee information confidentiality per the Tribal Personnel Policies Manual.

SUPERVISORY AUTHORITY: None.

SIGNATORY AUTHORITY: Case management notes and records pertaining to Vocational Rehabilitation.

ACCESS TO SENSITIVE AREAS: Requires access to Office of Human Resources that contains sensitive documents and material such as records for TVR clients including the records vault for equipment.

REQUIRED QUALIFICATIONS: (It is the responsibility of the applicant to demonstrate they meet all of the following qualifications).

1. Bachelor's Degree in Social Services, or closely related field preferred, **PLUS** a minimum of three (3) years' experience working with clients and obtaining direct employment results.

OR

Associate's degree with emphasis in social services or similar background **PLUS** a minimum of four (4) years' experience working in a closely related field with disabilities and clients in obtaining direct employment results.

OR

High School Diploma or equivalent **AND** have five (5) year's work experience in a closely related field, working with people with disabilities, community action programs, workforce programs, case management or equivalent combination of education and work experience. Working with clients and obtaining direct employment results.

2. Candidates must have experience working with federal grants and meeting both fiscal and performance measure requirements.
3. Demonstrated ability to understand financial budgets.
4. Must have strong interpersonal and communication skills, including the ability to communicate effectively, orally and in writing, through concise reports, memoranda, directives, emails and letters. Must possess and demonstrate good writing, spelling, proofing, grammar and punctuation skills.
5. Must have the ability and interest to greet the public and handle difficult situations on the phone in a professional and courteous manner.
6. Excellent customer service skills.
7. Demonstrated ability to communicate effectively with management, employees, and the public.
8. Ability to carry out assigned duties/projects in an efficient and timely manner with minimal supervision and must be able to handle multiple projects and work within defined timelines.
9. Must be able to secure sources of information relating to Tribal problems/concerns. Must become knowledgeable of the types of services provided by the Tribal Governmental programs.
10. Must have knowledge with computer processing equipment and software, including: Aware Data Base, , Word, Excel, Power Point, Outlook, Adobe Acrobat DC, and other Office Suite software. Knowledge of computers and other office technological equipment must be kept current by attending trainings as directed by supervisor.
11. Considerable knowledge of general office practices and procedures. Individual must be highly organized and have good filing skills.
12. Must be able to operate and maintain office machines (copiers, printers, scanners, etc.).
13. Must have a valid state driver's license, reliable transportation, and meet Tribal insurance requirements.
14. A skills test may be administered immediately following interview appointment.

PHYSICAL DEMANDS:

1. Ability to sit for long hours at a desk, operate a computer, and talk with participants.
2. Ability to sit in automobiles and or airplanes for travel to conferences, seminars, and training.
3. Ability to lift up to 20 pounds of records or other material in storage containers/totes/boxes, over the head with accommodations.

Pursuant to Tribal Worker's Benefit Code, Section 4.02.A. "All workers shall disclose any pre-existing physical or mental disorder and/or disability that could potentially affect or impair the worker's ability to perform in a reasonable and safe manner the activities involved in the position in which they work. Disclosure shall be made in the employment application or interview before commencing employment or before commencing new job duties after job reclassification, reassignment, promotion, demotion, or other change in job duties. The content of such disclosure shall be made promptly by the covered worker after submitting a claim for benefits under this Code."

SELECTION PROCESS:

Tribal Personnel Policies Manual, Section 3.01: Employment Preferences

The Tribe's employment preferences shall be as follows:

1. Indian Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities within the Tribal government to CTUIR members and to other Indians enrolled in federally recognized tribes. This CTUIR member and Indian preference shall be applicable in all employee hiring, promotion, and transfer decisions.
2. Veteran's Preference. It shall be the policy of the Tribe to provide preference in hiring opportunities to veterans honorably discharged from the United States Armed Forces.
3. The employment preferences set forth in this section shall apply to all Tribal programs regardless of the program's funding source and shall apply to all classes of positions referenced in §3.05.
4. Except for the employment preferences authorized under this section, it shall be the policy of the Tribe that no employee or job applicant shall be discriminated against in pursuit of employment or career growth due to race, color, religion, gender, sexual orientation, age or national origin.

All CTUIR Tribal positions are competitive. All employment applications and supportive employment material will be evaluated based on the relevance of the applicant's qualifications and experience as it applies to this position. Applicants who demonstrate that they meet the minimum qualifications and experience most relevant to this position will be considered qualified to compete for this position and be eligible for an interview.

DRUG FREE WORKPLACE:

The Confederated Tribes of the Umatilla Indian Reservation has a "Drug Free Workplace Policy" and will conduct Pre-Employment Drug Testing. A pre-employment drug test is required before any employment offer is to be made. All tribal employees classified as safety sensitive are subject to random Alcohol and Drug testing pursuant to the Tribal Personnel Policies Manual.

APPLICATION DEADLINE:

Complete Tribal employment applications will be accepted until at 4:00 P.M., on the posted closing date as found on Page 1 of this announcement, or postmarked by that date. **ONLY THOSE TRIBAL EMPLOYMENT APPLICATION PACKETS WHICH ARE COMPLETE, WITH ALL ADDITIONAL**

REQUIRED INFORMATION, AS FOUND IN THE “REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL” BELOW WILL BE CONSIDERED. Employment application packets received after the application deadline will not be considered.

It is the responsibility of the applicant to provide sufficient evidence to show they fully meet the qualification requirements.

NOTE: Existing CTUIR employees who apply for internal positions only need to submit a letter of interest with qualifications, it’s the employee’s discretion.

REQUIRED EMPLOYMENT APPLICATION PACKET MATERIAL:

1. Completed Tribal Employment application.
2. Cover letter explaining your qualifications and experience relevant to the functions of this position.
3. Personal resume identifying your qualifications and experiences relevant to the functions of this position.
4. Completed CTUIR’s Supplemental Application Form if applicable.
5. High School Diploma/GED or copy of official college transcripts (if applicable).
6. Tribal and Indian preference: Must provide copy of Tribal Enrollment Card, Certificate of Indian Blood or such with Federally Recognized Tribe.
7. Veteran’s preference: Must provide proof of honorable service and discharge or completed Form DD214.

APPLICANT RESPONSIBILITY

It is the absolute responsibility of the applicant to provide sufficient evidence to show they fully meet the minimum qualification requirements. Applicants failing to meet the minimum qualifications are not granted interviews. If it is questionable as to whether an applicant meets the minimum qualifications, an interview may be granted solely to make that determination.

OBTAIN AND SUBMIT APPLICATION TO:

Confederated Tribes of the Umatilla Indian Reservation
Office of Human Resources
Staffing and Onboarding
46411 Timine Way
Pendleton, OR. 97801
Phone: (541) 276-3570 or Fax: (541)276-9060

Patricia Farrow **To be considered, application package must be post marked by the closing date.**
Approved: Patricia Farrow, Sr. Staffing & Recruitment Specialist 08/30/24 Date

Applicant Review and Acknowledgement

I have read the foregoing position description and understand the requirements of the position for which I am applying. I further certify that I fully meet the minimum qualifications for the position as advertised. *(Original signature must be placed on file in the employee’s personnel file when/if hired for this position.)*

Applicant Signature

Date

