



Muscogee (Creek) Nation
Human Resource Management Services

Employee Requisition

PO BOX 580
 OKMULGEE, OK 74447
 Telephone (918) 732-7827
 Toll-Free (800) 482-1979
 Fax (918) 756-2284

Submitted Date 06/04/2019	Employee Requisition Number	JOB OPPORTUNITY	
Title/Position: CASE MANAGER			
Pay Grade SG 10	Salary Range \$31,865-41,579	Classification Full Time	
Department: SOCIAL SECURITY	Location: Okmulgee	Location Code: 91A	FT/PT 1-Full Time

COMPLETED EMPLOYMENT APPLICATION IS REQUIRED.
MUSCOGEE (CREEK) AND INDIAN PREFERENCE.

General Summary:	Under the supervision of the Social Security Assistance Program Manager, the Case Manager assists tribal citizens and their families throughout the process of acquiring Social Security, Medicare and Medicaid benefits.
Principal Duties and Responsibilities:	<p>Essential Duties and Responsibilities</p> <ul style="list-style-type: none"> • Interviews clients by phone or in person, in the office, at designated field sites, in client's homes or in institutions. • Assist the client in filling out the necessary paperwork for acquiring Social Security throughout all stages of the process. • Obtains information/documentation to aid in the Social Security process. • Maintain well organized files and a database on clients. • Know and inform clients of their rights. • Prepare reports to aid in the routing of appropriate documentation. • Maintain confidentiality on all clients and personnel. • Secure and evaluate all required documentation for validity. • Must provide an open line of communication with the applicant and inform them of their application status. • Provide referrals to community resources and other organizations. • Assume additional duties and responsibilities as may be reasonably expected of a person in this position.
Minimum Requirements:	Bachelor's degree from accredited college or university or two years related experience and/or training in the social service field.
Preferred Requirements:	Graduate degree from accredited college or university and one year related experience and or training in the social service field
Valid Oklahoma Driver's License required?	Yes
Please list any additional licenses required:	

Competencies:



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- Customer Service:** Responds promptly to customer needs.
- Interpersonal Skills:** Maintains confidentiality; Keeps emotions under control.
- Oral Communication:** Speaks clearly and persuasively in positive or negative situations; Participates in meetings.
- Written Communication:** Writes clearly and informatively; Able to read and interpret written information.
- Teamwork:** Balances team and individual responsibilities.
- Visionary Leadership:** Inspires respect and trust.
- Ethics:** Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support:** Follows policies and procedures; Supports organization's goals and values.
- Quality:** Demonstrates accuracy and thoroughness.
- Quantity:** Completes work in timely manner.
- Safety and Security:** Observes safety and security procedures.
- Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability:** Follows instructions, responds to management direction.

Physical Demands:

While performing the duties of this Job, the employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move: Up to 50 lbs. Up to 100 lbs. Over 100 lbs.
 Physical Exam Required

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

While performing the duties of this Job, the employee is regularly exposed:

- Fumes or airborne particles
- Outside weather conditions
- Toxic or caustic chemicals
- Risk of electrical shock
- Vibration
- Loud Noise

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of the Muscogee Nation, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.