



**PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
P.O. BOX 1270, ISLETA, NM 87022
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VACANCY ANNOUNCEMENT

POSTING NO: 154-19

OPENING DATE: 08/19/2019

CLOSING DATE: 08/30/2019

POSTED: WITHIN

POSITION: Outreach Manager
PAY GRADE: E3 (\$14.97/hr – \$21.71/hr)
FLSA STATUS: Exempt
POSITION TYPE: Full Time
FUNDING SOURCE: POI Funded
DEPARTMENT: Elder Center
REPORTS TO: Elder Center Director
BACKGROUND LEVEL: Child Care

JOB PURPOSE: Identifies and coordinates services and resources to elder and their families. Is responsible for the tracking of service unit counts and reporting. Oversees the transportation program inclusive of scheduling and fleet management (meeting regulatory requirements, training and maintenance of vehicles).

JOB DUTIES:

- Serves as a resource advocate for elders; assists families with obtaining services or refers individuals for in-house, public, private agencies or community services for assistance.
- Performs community outreach informing elders of services within Isleta Elder Center and serves on the marketing team.
- Partners with elder and families to complete Client Service Agreements for service implementation.
- Maintains an internal referral system to ensure that all new clients are receiving one or more eligible Elder Center services to include; Assisting the client in obtaining access to and coordination of necessary rehabilitative, medical and other services to include financial and medical benefits and entitlements
- Conduct client assessments in accordance with State ALTSD requirements
- Facilitates monthly case management team meetings with Elder Center Program managers to coordinate services.
- Provides crisis intervention as needed identifying and providing emergency services as needed.

- Builds and maintains collaborative relationships with families, agencies and community groups; represents the department at various meetings such as the Community Protection Meetings with POI Social Services.
- Coordinates and monitors use of services; including comprehensive tracking of client activities in relation to care plan such as attendance to all scheduled appointments, reviewing documentation of other in-house providers, and maintaining contact with external providers.
- Maintains service unit records, provides and submits accurate monthly and annual service unit reports to the NM Aging and Long Term Services and Administration on Aging and/or other entities as requested.
- Develops educational and promotional materials on Elder Center services; plans, hosts and participates in special events and activities promoting Elder Center services.
- Attends management team and staff meetings; Prepares statistical reports and client status reports and submits to supervisor.
- Maintains standards and practice in accordance with applicable laws, regulations and requirements, as well as professional standards.
- Enhances professional growth and development through participation in educational programs, reading current literature, attending in-services, meetings and workshops.
- Manages the transportation of clients.
- Maintains the fleet of vehicles in accordance with regulations to include but not limited to: maintenance/repair records, training, cleaning/sanitizing and maintaining mileage records.
- Assists in the replacement of vehicles via applications and procurement of new vehicles
- Maintains confidential information.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Provide daily supervision of Data Clerk/Backup Receptionist and Transporters.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

PLEASE BE SPECIFIC REGARDING QUALIFICATIONS, AND INCLUDE DOCUMENTS THAT CONFER THE HIGHEST LEVEL OF EDUCATION, CERTIFICATION AND LICENSES.

- High School Diploma/GED, Associate's Degree preferred
- Five years' work experience in community services, casework or outreach programs.
- Food Handlers Card, CPR and First Certification.
- Ability to speak Tiwa is preferred.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must be able to pass background check, with NO prior convictions of any felonies.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.
- Must have fingerprinting completed prior to employment.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of the effects of aging on the physical, mental and emotional development of individuals.

- Knowledgeable of safety issues for elders and respond quickly and calmly in an emergency situation.
- Knowledge of elderly outreach services and activities, funding agencies, and community health care and vocational services.
- Knowledge and understanding of the Isleta Pueblo culture, tradition and values.
- Skill in socializing and working with elders.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
- Ability to maintain confidentiality.
- Ability to work independently and meet strict time lines.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT

- Work is performed in a typical interior/office, home, elderly community center or home environment.
- Employee may be exposed to unpleasant odors, bodily fluids, and infectious disease.
- Frequent interaction with the public.
- Travel within and outside of the Pueblo area is required.
- Evening or weekend work required.
- Noise level is usually minimal.

PREFERENCE:

Tribal preference and Native American Indian preference shall apply to all positions at Pueblo of Isleta.