

Pit River Tribal Office
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www.pitrivertribe.org



Human Resources Dept.
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Ajumawi • Aporige • Astariwi • Atsugewi • Atwamsini • Hammawi • Hewisedawi • Illmawi • Itsatawi • Kosealekte • Madesi

Tribal Chairperson Tribal Vice Chairman Tribal Secretary Tribal Treasurer Sergeant-At-Arms

Position Description

Title: Benefits Advocate
Department: Social Services
Reports To: Social Services Coordinator
Classification: Full Time
Pay: \$23 to \$26 DOE

Job Summary:

Assist individuals who are experiencing homelessness or at risk of homelessness who have complex health or behavioral health conditions with applying for and obtaining sustainable income through government programs such as Supplemental Security Income (SSI), or Social Security Disability Insurance (SSDI), or Cash Assistance Program for Immigrants (CAPI). Act as an advocate for Housing & Disability Advocacy Program (HDAP) clients throughout the benefits advocacy process. Position is grant funded.

Essential Duties and Responsibilities:

The Pit River Tribe is committed to community service and the wellbeing of its members. Because of this, each employee may be expected to perform a wide range of office and field duties relating to this position.

- Conduct and follow-up interviews of applicants and clients in the office, on the phone, and potentially, at outreach locations out of the office.
- Evaluate clients for eligibility for the Housing & Disability Advocacy Program.
- Work directly with clients to gather all necessary information to complete applications for benefits. Draft thorough and complete applications for disability benefits.
- Request and evaluate medical evidence.
- Prepare letters and forms related to client's disability benefits application.
- Develop and maintain good working relationships with a variety of healthcare providers and government and social service agencies.
- Regularly communicate with SSA, DDS, and/or DPSS offices/staff once applications have been submitted, and ensure deadlines are met, and necessary documents are submitted as applicable.

- Regularly communicate with clients regarding status update for the cases and in order to ensure that clients are aware of any necessary follow-up in order to ensure greatest likelihood of approval for disability benefits.
- Complete appeals-level reconsiderations and hearings requests to SSA as applicable.
- Prepare, maintain, and update clients' hard case files/e-files related to the case for review and record keeping purposes. Ensure timely completion of client case notes.
- May provide limited transportation when necessary

Qualifications/ Desired Knowledge:

- Preferred accredited college degree in the field or equivalent work experience in a similar setting.
- Office skills in Social Services or related field. (i.e., computer, copy, fax, other software as needed)
- Familiar with federal law, and tribal regulations and policies.
- Have the ability to work effectively with Native American people in a culturally diverse environment.
- Have good time management skills, and be able to work under stressful conditions. +
- Have the ability to establish and maintain good working relationships with the public, employees, and agencies.
- Good verbal and written communication skills as this position works with a variety of entities government's, state, county, federal, and tribal.
- Have the ability to follow written and oral instructions.
- Two years of experience in the human services, social work, medical, or related field.
- Ability to gather complete information from clients in a calm, empathetic professional manner while courteously directing the conversation to the pertinent issues.
- Excellent written and oral skills.
- Ability to work independently as well as support team efforts, and to strategize and plan so as to timely and consistently move applications forward across multiple case timelines.
- Excellent organizational skills to handle individual caseload of benefits applications.
- Microsoft office skills.
- Experience as an advocate, including intake, interviews and advocating for clients.

- Experience working with individuals who are homeless or at risk for being homeless (e.g., individuals, families, children, Veterans, etc.)
- Strong client customer service skills, including working from a trauma-informed perspective with clients.
- Demonstrated commitment to serving low-income people and/or people experiencing homelessness.

Requirements:

- Must possess a high school diploma or equivalent, and have a background in administrative program work.
- Must have a minimum of one-year office environment experience.
- Must have a demonstrated ability to communicate effectively with governing boards, management team members, and professional colleagues, regarding employment practices.
- Demonstrated ability to motivate and empower others, to make positive impacts on attitudes and self-esteem, and to maintain effective working relationships with culturally diverse groups in a wide range of professional interactions.
- Demonstrated ability to define problems, collect data, establish facts, and draw conclusions; ability to analyze and interpret an extensive variety of information, communicate findings and recommend solutions to the Social Services Coordinator.
- Must have demonstrated abilities to initiate and follow through on complex tasks, manage time, and meet deadlines.
- Adhere to all PRT policy including confidentiality.
- Must successfully pass a pre-employment drug and alcohol screening, and be willing to submit to a criminal background check.

Licenses:

Must possess a current and valid California Driver's License with a record acceptable to the PRT Policy and insurance carrier

Working Conditions:

Work is performed in a small office with limited storage, filing and work space. Frequent interruptions may occur from staff and community members.

Working Environment:

The environment involves the usual risks and stress of an office environment.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice

Indian Preference: Preference will be given to qualified Native American's under the Federal Indian Preference Act (43 CFR 17.3 (d)). Applicants claiming Indian Preference must submit verification of Indian certification by tribe or affiliation or other acceptable documentation of Indian heritage.

Knowledge of Pit River Tribe: this position requires an awareness and deep appreciation of the Pit River Tribe Indian Tradition, customs and socioeconomic need. It requires the ability at all times, to meet and deal effectively in contacts with Indian people and organizations. This requires tact, courtesy, confidentiality, discretion, resourcefulness and good judgment in handling sensitive issues.

Other related duties as assigned: The Pit River Tribe (PRT) position description is a management tool to help organize duties and provide employees with the employer's expectations with regard to the specific job classification. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is a reasonable assignment for the position.

All candidates: Please submit PRT Application, resume, cover letter and 3 professional references for verification of past employment history.

If you are interested or would like more information, please contact the Social Services Coordinator Megan Avila directly at 530-335-5421 ext 2013 or sscoordinator@pitrivertribe.gov. This will not affect or influence the application process in any way.

Flex time available for those who may be interested in commuting.