Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road
Bayfield, WI 54814
Phone: 715-779-3700 Fax: 715-779-3704
Email: redcliff@redcliff-nsn.gov

JOB DESCRIPTION

POSITION: Client Engagement Specialist

LOCATION: Mishomis Wellness Center
Red Cliff Community Health Center

SUPERVISOR: Behavioral Health Director

SALARY: $20.00-23.00 per hour, 40 hours/week plus benefits

THIS IS A REGULAR FULL-TIME NON-EXEMPT POSITION

JOB SUMMARY: The Behavioral Health Department utilizes a holistic care and person-centered approach to offer a wide array of services to help clients in need while supporting personal growth and client autonomy. The Client Engagement Specialist will assess, plan, coordinate, and evaluate goals and improve access to tribal and non-tribal services.

DUTIES AND RESPONSIBILITIES:
1. Build rapport with clients by using a strength-based, relational, trauma-informed, recovery-oriented, and culturally sensitive approach.
2. Build and maintain professional and cooperative relationships with tribal and non-tribal service providers.
3. Assess clients (existing, new, and prospective) based on their needs, limitations, and desires.
4. Identify, document, and mitigate client’s barriers to improved outcomes.
5. Identify current service providers and natural supports to develop a service team.
6. Develop service/recovery plans and monitor goals at a minimum of every three months or as needed.
7. Address clients’ concerns and goals and maintain ongoing communication.
8. Provide telephone, written, and face-to-face outreach and retention services to clients.
9. Provide follow-up services via telephonic or face-to-face engagement with clients and service planning team as needed.
10. Provide oral and/or written status updates regarding client alerts, progress, regress, and needs to service team as appropriate and needed to support client success and wellbeing.

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12. Participate in process/quality improvement initiatives to achieve organizational goals and objectives.
13. Provide home visits, transportation to appointments, and accompany consumers to service appointments as needed or desired by consumer.
14. Maintain a confidential client record keeping system in accordance with program and state regulations and guidelines.
15. Participate in continuing educational opportunities, which promote personal and professional growth.
16. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

SUPERVISORY AUTHORITY: None

KNOWLEDGE:
1. Good interpersonal skills and the ability to work effectively for and with diverse populations (clients, co-workers, professional staff, administration, and the public).
2. Good communication skills, written and oral.
3. Ability to document and track face to face contacts, phone calls, and other correspondence.
4. Sound judgment and the capacity to respond to unusual circumstances.
5. The ability to plan, coordinate and carry out varied and complex projects.
6. Awareness of and sensitivity to Ojibwe culture and traditions.
7. Demonstrated practical understanding of the transtheoretical model of change.
8. Demonstrated ability to treat all people with dignity and worth.

QUALIFICATIONS:
1. Associate Degree in Human services or related field preferred.
2. Minimum of one year experience providing case management or service facilitation in a healthcare, mental health or substance abuse setting preferred.
3. Experience working with Native American populations; experience maintaining extensive client file documentation.
4. Minimum of two years of recovery concept.
5. Meet or exceed the minimum standards of character as prescribed by P.L. 101-630 and WI State Statutes s. 48.685 and s. 50.065 and as subsequently amended and applied to certain classes of Tribal employees.
6. Valid driver’s license, vehicle and appropriate insurance coverage preferred or must obtain within 90 days of hire. Must be eligible to be placed on the tribe’s vehicle insurance OR if not eligible must have access to a vehicle with appropriate vehicle insurance coverage, required.

PERSONAL CONTACTS: Considerable daily contact will be made with the patients, general public, tribal leadership, Program Directors and staff, consultant(s), and the Tribal Community.

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**PHYSICAL REQUIREMENTS:** The duties assigned to this position involve bending, stooping, lifting, and carrying. Items may be placed in overhead storage or shelving.

**WORK ENVIRONMENT:** All Tribal Buildings are smoke free. Able to travel throughout the community, make home visits, attend meetings, and participate in community educational programs. Private residences, when utilized for professional activities, will not necessarily meet the criteria of the established environmental safety regulations.

**TRAVEL REQUIREMENTS:** The ability to travel and attend meetings and trainings; overnight and out of town, both locally & nationally.

**BEHAVIOR AND ATTITUDE:** The vision, goals and objectives of the Red Cliff Band of Lake Superior Chippewa requires that the employee performs in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any behavior or attitude that tarnishes the name or image of the Red Cliff Band of Lake Superior Chippewa will be subject to immediate disciplinary action up to and including termination.

Indian preference will be applied in the case of equally qualified applicants, but all qualified applicants will be considered.

This job description is subject to change at employer’s discretion, after consultation with the employee.

**APPLICATION SUBMITTAL REQUIREMENTS:** The following items are required for this position:
1. Completed Tribal Application, to include work history and references; available on the Tribal website.
2. Tribal Background Investigation Disclosure; available on the Tribal website.
3. Consent to Release Liability and Reference Information Form; available on the Tribal website.
5. Resume, required.
6. Post-secondary transcripts or certifications; if applicable.

**POSTING DATE:** November 24, 2021
**DEADLINE:** Open Until Filled

**FOR FURTHER INFORMATION CONTACT:**
Red Cliff Band of Lake Superior Chippewa
Human Resources Department
88455 Pike Road
Bayfield, WI 54814

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The Red Cliff Tribal Council has a Drug Free Work Place Policy and adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting.

All applicants for employment with the Red Cliff Tribe will be subject to the background investigation and other requirements of RCCL Chapter 43, and are under a continuing obligation to supplement this application for employment with information concerning any convictions that occur after commencement of employment with the Tribe.