

MI'KMAQ NATION

JOB DESCRIPTION

TITLE: Community Health & Wellness Office Manager

CLASSIFICATION: Salaried/Exempt **SUPERVISORY:** No

IMMEDIATE SUPERVISOR: Community Health & Wellness Director

SALARY RANGE: \$40,000-57,486.00(\$19.23- \$28.74/hr.)

NOTE: The following includes data on essential job functions, as well as physical, mental, academic, and experiential requirements for the work described herein. This Position Description is meant to serve interviewers, applicants, and directors as a reference tool for determining whether the applicant meets the qualifications, is sufficient to perform the tasks, and assumes the responsibility for the work described herein. Some aspects of this position may change over time, according to the needs of the Mi'kmaq Nation.

SUMMARY OF POSITION: The Community Health & Wellness Program/Administrative Assistant will assist in ensuring the CHW division is operating administratively in an effective manner under the supervision of the Community Health & Wellness Director. This position will assist in managing administrative tasks and optimizing communication between divisions, client contacts, care management, various injury prevention/SDPI/Recreation/Division services. This position requires an elevated level of customer service skills, attention to detail, and the ability to follow through on tasks in a timely manner.

EDUCATION (AND PERTINENT EXPERIENCE): Bachelor's degree in a related field (business, administration, behavioral health) with at least one year of office or program management skills; or combinations of successfully completed post-high school education with health care, office, or management experience; or candidate demonstrates progressive experience in a health care system or office.

LICENSES OR CERTIFICATES: Valid driver's license.

SKILLS/KNOWLEDGE/ABILITIES (SKA) REQUIRED: Proficiency with Electronic Medical Records systems and software applications, including Microsoft Office Suite. Excellent written and oral communication skills. Adaptability: the individual adapts to changes in the work environment, manages competing demands, and handles frequent change, delays, or unexpected events. Dependability: the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance. Organization: the individual is self-directed, able to successfully prioritize competing priorities, and methodically and efficiently complete tasks assigned. Quality control: the individual demonstrates accuracy, thoroughness, and monitors own work to ensure completeness. Must have critical and analytical thinking skills.

WORKING CONDITIONS: Work is performed in an outpatient care setting, Tribal and community buildings (such as the wellness building), and patient homes. Required ability for long periods of regular and recurring standing, walking, bending, and lifting no more than 50 pounds. There is exposure to contagious and infectious diseases occasionally. Patients may be in all stages of change, and the ability to learn de-escalation techniques is required.

FUNCTIONS/ TASKS:

- The Program/Administrative Assistant will work closely with all CHW team members, as well as medical, behavioral health, and Purchased Referred Care (PRC) to ensure the communication and collaboration occurs for various Health Promotion/Disease Prevention activities.
- Ability to communicate ideas, instructions, and other information in a clear and precise manner using both written and oral forms of communication.
- Handles the day-to-day business, such as division purchases and follow-up, working with the CHW team for storage arrangements.
- Manages client notifications should a team member be required to cancel. Possess the ability to work as part of a team and embrace a culturally diverse setting.

- May serve as a member of the management team and works with CHW director to focus on short-term and long-term planning to increase client access to care and for program expansion.
- Oversees billing and collections for division contracts and the fitness center offering/according to policy.
- Monitors, coordinates, and follow-up on requests for medical clearance when necessary for personal training clients.
- Serving as an assistant for the CHW team in scheduling events, including but not limited to events such as Health Fair, safety bike rodeos, etc. This includes reserving and arranging for payment for spaces needed.
- Develop relationships with representatives from other agencies- referral sources.
- Participate in all staff meetings, educational opportunities, and supervisions as directed by the supervisor.
- Assists the CHW Director in completing Health Governing Board reporting.
- Will assist in monitoring and collecting all program data for reporting purposes.
- Demonstrates and maintains the standards agreements of the Health Insurance Portability and Accountability Act (HIPAA); and 42 CFR Part 2, while ensuring the protection and security of personal, confidential, and identifiable information in a professional and responsible manner, and carry out all measures to prevent from unauthorized disclosures
- Understands and complies with mandated reporting requirements- children and elder abuse, neglect, or exploitation.
- Manages the timecard system in the absence of the CHW director.
- Coordinates onboarding and orientation of new CHW team members.
- Other duties as assigned.

NOTICE: This Position Description in no way implies that the responsibilities and tasks are the only responsibilities and tasks performed by the employee occupying this position. Employee will be required to follow any other instructions necessary to perform any job-related duties as required by the employee's immediate supervisor.

Requirements stated herein are minimum levels of knowledge, skills, and/or abilities to qualify for this position. To perform the scope of work, duties, and responsibilities of this position successfully, the incumbent will possess the abilities and aptitudes to perform each task proficiently. "Ability" means to possess and apply both knowledge and skills.

All employment decisions, including promotions, transfers, and others, are based on meeting all requirements herein, on tribal need, the employee being in good standing (including the lack of disciplinary actions), meeting all applicable performance standards, and other non-discriminatory criteria. The methods of fulfilling requirements are subject to possible modification to reasonably accommodate qualified individuals who pose a direct threat to the health and safety of themselves and/or others.

If you are interested in applying for this position, you must submit a completed job application. A completed application includes copies of certificates/licenses/degrees stated in your application, a cover letter, a resume, *and* 3 professional references from current or past employers (within 3 years).

A complete Job Description and application can be accessed online at www.micmac-nsn.gov under Job Opportunities, or you can call our office to have an application mailed to you. An offer of employment will not be made without a successful DHHS, State of Maine background check, and or FBI fingerprint background check.

CLOSING DATE: DECEMBER 3, 2025

Please send the completed Job Application to the following address or email:

Attn: Human Resources

Mi'kmaq Nation

7 Northern Road Presque Isle, Me. 04769

bdiamond@micmac-nsn.gov

The Mi'kmaq Nation practices Native Preference to qualified Native Americans under Public Law 93-638 and is an Equal Opportunity and Service Provider.

