

MI'KMAQ NATION POSITION DESCRIPTION

JOB TITLE: Community Resources Outreach & Program Assistant

CLASSIFICATION: Hourly/Non-Exempt

IMMEDIATE SUPERVISOR: Community Resources Outreach & Program Administrator

SALARY RANGE: \$17.00 - \$26.00

NOTE: The following includes data on essential functions, as well as physical, mental, academic, and experiential requirements for the position defined herein. This Position Description is meant to serve interviewers, applicants, directors, and incumbents as a reference tool for determining whether applicant or employee qualifications are sufficient to perform the tasks and assume the responsibility as described herein. Some aspects of this Position Description may change over time, according to the Tribe's needs, and may not be reflected herein.

SUMMARY OF POSITION: The Community Support Services Worker plays an essential role in supporting the Community Support Services Department in achieving the goal of increasing the overall quality of life for the Mi'kmaq Community through direct programming, use of other resources, and care. This role involves interviewing applicants, verifying documentation, data entry, maintaining client confidentiality, and providing customer service in office or outreach settings.

EDUCATION (AND PERTINENT EXPERIENCE): High school diploma or GED.

LICENSES OR CERTIFICATIONS: First Aid/CPR certification or the ability to obtain within 6 months of employment. Possess a valid driver's license. A reliable, private vehicle is a must.

SKILLS/KNOWLEDGE/ABILITIES REQUIRED: Highly organized and resourceful team player, with the ability to also be effective independently. Ability to read and interpret documents such as operating instructions, program policies and procedures, grant/funding guidelines, routine reports, and correspondence. Have excellent interpersonal skills, including tact and flexibility to work effectively with supervisors, staff, and community members (clients). Computer skills to include electronic mail, record-keeping, routine databases, word processing, spreadsheets, graphics, etc. Familiarity with Microsoft Word, Excel, and Outlook. Possess excellent communication skills (oral and written).

WORKING CONDITIONS: Work is performed in an office and Tribal community buildings. Work may require long periods of regular and recurring standing, walking, bending, and lifting no more than 50 pounds. Items may be placed on overhead storage shelving. The work may require de-escalation strategies- working in a calm, level demeanor so they can lead the clients/families through their angst in a confident, organized manner. The job may include exposure to periods of high activity and high stress under demanding situations such as emergencies. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TRAVEL REQUIREMENTS: Willingness to travel throughout Aroostook County to offer outreach at Tribal offices/workspaces in Presque Isle, Littleton, Connor, and any other appropriate Tribal Offices. The ability to travel and attend meetings and trainings throughout the Nation and the State of Maine.

FUNCTIONS/TASKS:

- Support the overall goal of meeting the basic needs of the Mi'kmaq Community through the Community Support Services Department programming, services, and resources.
- Assists community members/families with explaining all available resources, funding guidelines, and application processes for the various assistance programs offered within the Community Support Services Department (CSSD), such as, but not limited to, Low Income Home Energy Assistance Program (U HEAP). Emergency Assistance (EA), Child Care Development Fund (CCDF), Food Pantry, etc.
- Assist community members/families with helping community members/families update information when needed, and guide community members/families to other outside resources.
- Review all application types for completeness, to include ensuring all supporting documents are attached.
- Meets with review committee, supervisor, or director as needed to review applications for awards.
- Generate and mail award/denial letters to providers and community members.
- Prepare timely payment requests and vouchers based upon funding source and program requirements. Understands the importance of timely processing and/or responding to community member needs and inquiries.
- Ensure timely dissemination of payments to community members, vendors, and outside agencies.
- Support the Community Resource & Outreach Program Administrator (CROPA) in developing and executing the triannual Child Care Development Fund (CCDF) plan.
- Keeps the food pantry stocked and clean. Schedules food boxes and hygiene supplies and prepares boxes for community members. Records all outgoing and incoming food boxes in the food pantry log/database, including corrections to stats. Completes all data entry and/or filing of community member (client) applications with supporting documentation and final outcomes in all program systems/databases and/or file cabinets in a timely manner.
- Creates flyers and notices about the program's various resources and distribution of supplies (food, hygiene, diapers, etc.) schedules.
- Reports to the immediate supervisor any significant or abnormal findings in relation to health and social matters that come to the incumbents' attention during their performance of their duties.
- Attend staff and other meetings, in-services, and other events as directed by supervisor.

- Reports to work, meetings, training, and scheduled appointments on time.
- Attends in-service workshops and training sessions pertinent to assigned duties.

- Reviews, signs, and maintains strict adherence to the Privacy Act of 1974, and Confidentiality Statement. Reviews and adheres to Health Insurance Portability and Accountability Act (HIPAA) rules and regulations.

- Review MN Personnel and Fiscal Policies and conduct activities in accordance with those and the program-established policies.
 - Double-check applications/cases for accuracy.
 - Develops professional relationships within community agencies and vendors in order to better serve our community members/families.
 - Assist in negotiations with utility vendors on behalf of community members/families.
 - All other duties as assigned by supervisor.

EVALUATION

Feedback will be practiced on an ongoing basis, and the notes will be attached to your personnel file. Formal evaluations will be conducted minimally, on an annual basis, and are based on how one meets, exceeds, or fails at standards specified within this position description.

NOTICE: This position in no way states or implies that the responsibilities and tasks are the only responsibilities and tasks to be performed by the employee occupying this position. Employee will be required to follow any other instructions and to perform any other 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 successfully perform the duties and responsibilities of this position, the incumbent must possess the abilities and aptitudes to perform each task proficiently. " Ability" means to possess and apply both knowledge and skill.

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

The Mi'kmaq Nation practices Native Preference to qualified Native Americans under Public Law 93-628 and is an Equal Opportunity and Service Provider.

Update and approved by Tribal Council 6/4/26