

**APPLY IN PERSON AT:**  
Human Resource Department  
909 Packerland Drive  
Green Bay, WI 54303



**OR MAIL TO:**  
Human Resource Department  
P.O. Box 365  
Oneida, WI 54155-0365  
Phone: (920) 496-7900  
Fax: (920) 496-7490  
Job Line: 1-800-236-7050

A good mind. A good heart. A strong fire.

**POSITION TITLE:** Case Manager  
**POSITION NUMBER:** 02146  
**DEPARTMENT:** Child Support Enforcement/Social Services  
**LOCATION:** 2640 West Point Rd Green Bay WI  
**DIVISION:** Governmental Services  
**RESPONSIBLE TO:** As Assigned  
**SALARY:** NE08 \$18.65/Hour (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:** November 15, 2017  
**CLOSING DATE:** November 22, 2017  
**Transfer Deadline:** November 22, 2017  
**Proposed Start Date:** As Soon As Possible

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**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

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**POSITION SUMMARY**

This position promotes the goals of Oneida Child Support Enforcement department by providing hands on, personal case management for clients with the outcome of consistent financial and emotional support for children through paternity establishment, child support establishment, notification, and enforcement and locate services. This is an on-going grant funded position. Continuation of this position is contingent upon funding allocations.

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**DUTIES AND RESPONSIBILITIES:**

1. Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
2. Interview applicants to identify child support services needed; analyze cases to determine appropriate actions; locate parents and their assets using all available information to provide quality case management. Maintain and monitor intake, case management, etc.
3. Assist parties in reaching agreements through mediation and dispute resolution techniques with the goal of minimizing family conflict.
4. Document contacts, correspondence, and record all actions taken for each case utilizing the State of Wisconsin KIDS system and/or related filing system.
5. Coordinate client services with Behavioral Health, Center for Self-Sufficiency, community education center, employment and training programs and others that can assist clients in removing barriers to employment.
6. Assist the Child Support Attorney by providing the necessary information and documentation on cases referred; testify in hearings as needed.
7. Prepare and provide paperwork and reports timely as required on assigned caseload to ensure proper notice, actions, and status of each case.
8. Perform buccal swabs for genetic testing when required for paternity establishment.
9. Initiate actions to establish paternity, child support orders, and income withholding orders in line with the department standard operating procedures and Oneida Tribal law.
10. Calculate current and past due debt obligations following the Oneida Tribal Law and department standard operating procedures.
11. Professionally represent the Child support Enforcement Department and attend various community meetings and events to promote the goals and market the services of the program.
12. Establish and maintain cooperative working relationships with other jurisdictions, TANF agencies, as required by policies and procedures.
13. Implement initiatives that support team-building and collaborative services throughout the organization that result in creased satisfaction.
14. Assure that services being provided are appropriate to the clients needs.
15. Attend and actively participate in team meetings and promote open communication within Tribal entities.

## **JOB DESCRIPTION**

### **Case Manager**

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#### **DUTIES AND RESPONSIBILITIES: (Cont.)**

16. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
17. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
18. 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.

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Frequently walk, sit; reach with hands and arms. Occasionally stand, stoop, kneel, crouch; lift and/or move up to twenty-five (25) pounds.
2. Work may be performed in situations where extreme caution must be exercised, and may occur when contacting individuals at home.
3. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### **STANDARD QUALIFICATIONS:**

1. Knowledge of mediation techniques or willing to obtain within three (3) months of hire.
2. Knowledge of the American Indian and Oneida history, culture and traditions.
3. Knowledge of human growth and behavior, human relationships, current social and economic problems of Native Americans.
4. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
5. Ability and willingness to obtain buccal swab testing certification within three (3) months of hire and maintain as a condition of employment.
6. Ability and willingness to obtain Oneida certification on reporting Child Abuse/Neglect within ninety (90) days of employment.
7. Ability and willingness to be a Wisconsin Notary Public or able to obtain within three (3) months of hire and maintain during employment.
8. Ability to function well in a team oriented environment, utilizing team resources as appropriate.
9. Ability to inform and communicate verbally and in writing in diverse and challenging situations, with the ability to process information effectively, identify, and define problems, and make objective decisions.
10. Ability to develop and maintain professional relationships with a variety of individuals and groups in a complex, multi-cultural environment.
11. Ability to function in a continuously evolving work environment.
12. Ability and willingness to plan, organize, and schedule priorities efficiently and effectively.
13. Ability and willingness to be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
14. Ability to present a professional appearance and demeanor as a representative of the Oneida Nation in dealing with the general public.
15. Must adhere to strict confidentiality in all matters. (Must sign a confidentiality statement prior to employment.)
16. Must be willing and able to obtain additional education and training.
17. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol Free Workplace Policy during the course of employment.
18. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation's Gaming Division.
19. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal and Tribal vehicle under the Oneida Nation's Vehicle Driver Certification and Fleet Management Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

#### **PREFERRED QUALIFICATIONS:**

**Applicants please clearly state on the application/resume if you meet these qualifications.**

1. Knowledge of available health and welfare resources and Tribal assistance programs and the ways in which these resources may be made available to clients.
2. Working knowledge of public assistance programs.

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**MINIMUM QUALIFICATIONS:**

**Applicants please clearly state how you meet these qualifications on the application/resume.**

1. An Associate's Degree in Human Services, Sociology, Paralegal or closely related field.
2. One (1) year experience working as a paralegal, court clerk, or in a human service related field.

**ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of diploma, license, degree or certification upon employment.**