

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

Position Code

1.

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

|                                                                                                                       |                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>2. Employee's Name (Last, First, M.I.)</b>                                                                         | <b>8. Department/Agency</b><br>MDHHS-COUNTIES                                                        |
| <b>3. Employee Identification Number</b>                                                                              | <b>9. Bureau (Institution, Board, or Commission)</b>                                                 |
| <b>4. Civil Service Position Code Description</b><br>Native Amer Outreach Worker-E                                    | <b>10. Division</b><br>Field Operations Administration                                               |
| <b>5. Working Title (What the agency calls the position)</b><br>Native American Outreach Worker                       | <b>11. Section</b>                                                                                   |
| <b>6. Name and Position Code Description of Direct Supervisor</b><br>CROSS, JASON; STATE ADMINISTRATIVE MANAGER-1     | <b>12. Unit</b>                                                                                      |
| <b>7. Name and Position Code Description of Second Level Supervisor</b><br>CLICK, TIMOTHY; STATE BUREAU ADMINISTRATOR | <b>13. Work Location (City and Address)/Hours of Work</b><br>Luce & Mackinac Counties / 8:00 to 5:00 |

**14. General Summary of Function/Purpose of Position**

Position identifies the needs of Native Americans, their families, communities, and undertakes activities to meet those needs through cultural sensitivity. These activities are designed to strengthen Native American families by breaking down the barriers that inhibit economic and social self-sufficiency. A primary goal being the prevention of neglect, abuse, and exploitation of Native American children and families.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

**Duty 1****General Summary:****Percentage: 30**

Case Management, Education, and Direct Services Delivery.

**Individual tasks related to the duty:**

- Maintain records of dates and types of client contact.
- Maintain quarterly review narratives and six-month redeterminations.
- Provide information regarding emergency crisis intervention and short term assistance when needed by Native American clients. This would include, but not be limited to, such services as alcohol and drug detoxification, medical care, mental health services, housing, and other services offered through the Department of Health and Human Services.

**Duty 2****General Summary:****Percentage: 20**

Client Identification/Outreach.

**Individual tasks related to the duty:**

- Identify Native Americans and assist with problems of a social, cultural, or economic origin. Develop a service plan that addresses the needs of the family while being aware of cultural protocols.
- Work with other agency personnel to provide an effective service plan that will overcome barriers that prevent Native American people from receiving services. Implement local agency referrals, home visits, community Native American centers, and Native American community activities in an effort to remove barriers to communication with the local Native American community.
- Work with community providers to ensure that they are sensitive to Native American needs.

**Duty 3****General Summary:****Percentage: 15**

Community Planning and Support.

**Individual tasks related to the duty:**

- Provide information about the Native American Outreach Program and other programs offered through the Department of Health and Human Services as well as to other Native American organizations, programs, agencies, and individuals within the county.
- Coordinate with existing agencies for needed services, identify gaps in those services and aid in development of resources to meet those needs, including such services as education/vocational counseling and placement, joint involvement with Work First, MIETS, and other employment oriented programs.
- Encourage Native participation in community boards and committees to assure that services for Native American families are available in the community and that Native American interests are adequately represented in issues involving community projects.
- Support and actively participate in local Native American community development.

**Duty 4****General Summary:****Percentage: 5**

Employment and Training Support.

**Individual tasks related to the duty:**

- Assist Native individuals in seeking employment and/or training, taking into consideration indicators of substance abuse, domestic violence, and previous work history in an effort to implement a service plan that would specifically address these problems.
- Coordinate with any and all available service workers and agencies in an effort to design a client service plan. This program should be designed with client comfort and willingness to participate in mind, and should also include client input throughout the setup process.
- Follow-up and staffing throughout the client's service plan, providing support and guidance as needed/requested. This can include resume preparation, interviewing techniques, preparation for any special testing, and help in arranging and keeping any appointments, providing referrals for food, clothing and emergency needs, etc.

**Duty 5****General Summary:****Percentage: 10**

Home Visit and Assessment/Client Contact.

**Individual tasks related to the duty:**

- The thrust and effectiveness of the Native American Outreach Program is based on home visits and are an invaluable tool in the assessment process. This allows the Outreach Worker access to vital information about the client, client's health and living conditions, spouse, any children in the home, as well as any other problems the family may have.
- Allows a building of trust by meeting with the client on their own terms. This is crucial if an effective worker/client relationship is to be formed. This also helps break down barriers that may already be in place before the worker arrives.
- Home visits should be made whenever possible and follow-up visits are important for continued communication and client participation.
- Quick assessment and referral are needed in order to provide services during emergency situations. When there is a question as to which agency will deliver services, it is up to the Native American Outreach Worker to bypass these barriers to services whenever possible, and allow the clients a choice of referral in a timely, efficient, and courteous manner.

- May testify in court when necessary.

#### Duty 6

**General Summary:**

**Percentage: 5**

Advocacy/Information/Referral.

**Individual tasks related to the duty:**

- In accordance with DHHS policy, advocacy is a high priority in the Native American Outreach Program. This can cover a large area, but the focus should be to help maintain the dignity and self-respect for Native American people in their everyday activities and interactions.
- Networking with the Native American Liaison Office/Native American Affairs is a vital link in the information gathering and distribution process. Native American Outreach Workers should actively communicate among themselves and with all agencies in their service area in an effort to enhance services to Native American clients. Native American Outreach meetings have been and should continue to be a very effective means of communication for the workers to meet and discuss current trends in providing critical human services to their client base.
- Quick assessment and referral are needed in order to provide needed services during emergency situations, or when there is a question as to which agency will deliver services. It is up to the Native American Outreach Worker to bypass these barriers to services whenever possible and refer clients in a timely and efficient manner.

#### Duty 7

**General Summary:**

**Percentage: 5**

Assessment/Evaluation.

**Individual tasks related to the duty:**

- Interview, orientate and counsel Native American people regarding their needs and goals to attain self-sufficiency.
- Assist Native American people by developing a service plan that is consistent with their current lifestyle choices, while offering acceptable alternatives for destructive or non-productive choices.
- Assist Native American people in identifying barriers to achieving self-sufficiency.
- Identify family problems that interfere with participation in employment and training activities and offer appropriate alternative solutions.
- Assess family circumstances to determine appropriate need.
- Advise family on how to handle difficulties encountered in employment as well as how to manage work and family responsibilities.
- Adopt a service plan of self-sufficiency that includes other agencies in a structured, goal oriented, time limited, family working circle.

#### Duty 8

**General Summary:**

**Percentage: 10**

Conclusion/Implementation.

**Individual tasks related to the duty:**

- Formulate an appropriate service plan, assist in problem solving, and advise Native American people of alternative services or plans.
- Provide direct or indirect counseling services for the client in response to their needs/requests.
- Arrange for appropriate referrals for substance abuse and/or domestic violence issues.
- Provide information regarding the importance of health care and health care opportunities that are available.
- As Native American people move toward self-sufficiency, provide a network of support to help ensure their successes.

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Position requires that decisions be made in the outreach process based on each individual family situation in the form of assessment, appropriate referrals and direct or indirect service delivery.

**17. Describe the types of decisions that require the supervisor's review.**

Supervisory conferences will be held on an as needed basis for planning and coordination of duties. Supervisory review is required for policy interpretation, clarification, and appropriateness of service plans. Any situation in which there is a question or concern should be brought to the attention of the supervisor for resolution on a routine basis. Supervisory interaction is needed when there is an interagency conflict. Example. Services Specialist indicates a plan contrary to the outreach worker's assessment.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

Position calls for a valid driver's license and use of a vehicle with a great deal of community area driving. The position also requires that home visits be made to all types of people of varying situations. May also be asked to accompany PS Worker to a hostile environment as a client advocate.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**

Additional Subordinates

**20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |                                                             |                                                            |
|-------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes.

**23. What are the essential functions of this position?**

Position identifies the needs of Native Americans, their families, communities, and undertakes activities to meet those needs through cultural sensitivity. These activities are designed to strengthen Native American families by breaking down the barriers that inhibit economic and social self-sufficiency. A primary goal being the prevention of neglect, abuse, and exploitation of Native American children and families.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

Reclassification is requested to convert the position to the new classification, Native American Outreach Worker. The Indian Outreach Worker classification has been converted to the Native American Outreach Worker classification, and the Indian Outreach Worker classification will be abolished. The duties and responsibilities of the position have not changed, but the education has been aligned with the updated education of the new classification. Language updates have been completed throughout the position description to reflect Native American Outreach Worker.

**25. What is the function of the work area and how does this position fit into that function?**

Position is based out of the local office environment. The function of the position is to assist Native American people in the agency mission of providing support to strengthen families and individuals striving for independence while maintaining their self-esteem and dignity.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Completion of two years of college (60 semester or 90 term credits).

**EXPERIENCE:****Native American Outreach Worker 8**

No specific type or amount is required.

**Native American Outreach Worker 9**

One year of experience equivalent to a Native American Outreach Worker 8.

**Native American Outreach Worker E10**

Two years of experience equivalent to a Native American Outreach Worker, including one year of experience equivalent to the Native American Outreach Worker 9.

**Alternate Education and Experience****Native American Outreach Worker 8 - E10**

Four years of full-time experience providing outreach services to the Native American Community may be substituted for the education requirement. Outreach services are defined as conducting weekly parenting classes; working with school children one on one; arranging transportation for medical visits; grant writing/fundraising activities to assist tribal children and families, collaborating with Department of Health and Human Services' Services Specialists on Prevention Foster Care and Children's Protective Services cases; assisting with applications for the Family Independence Program, Supplementary Nutrition Assistance Program (SNAP)/Food Assistance and Medical Assistance; going on home calls with Children's Protective Services and Foster Care workers; reunification home visits; finding shelter for the homeless; helping resolve domestic violence situations; assisting with applications for utility shut-offs; providing cultural diversity training; grant writing; opening and carrying a prevention caseload; adoption home studies; mediating with the public school system; teaching homemaker classes; supervising Children's Foster Care visits; assisting in job placement; arranging volunteer transportation; arranging food distribution to remote areas; assisting with federal and state taxes; conducting genealogical research; participating in a volunteer program that provides services to children and families in the areas of food, clothing, and housing such as a community food bank, Big Brothers/Big Sisters, Salvation Army, etc.; serving as a county's emergency services worker for Native Americans; supervising AmeriCorps' workers; assisting in loan applications for housing; working with elders to arrange funerals/burial assistance applications; developing a resource directory; assisting with guardianship; counseling for substance abuse; case consultation in Foster Care, Children's Protective Services, and delinquency; making presentations to schools; and assisting Native American families in court.

SPR Language (previously approved): At least one (1) year of experience working with the Native American population in areas such as housing, employment, health services, Native American rights, or public assistance.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Thorough knowledge of Native American customs, particularly those of Michigan; some knowledge of services programs available to Native Americans; some knowledge of state and federal agencies providing housing, employment, health services, protection of Native American rights and other public assistance; some knowledge of the organization, critical issues and resources of Native American Communities in the county; ability to understand, communicate with, and establish rapport with Native American people in the area; sensitivity to the special needs of Native American people.

Additionally, as listed on the Civil Service Job Specification.

**CERTIFICATES, LICENSES,  
REGISTRATIONS:**

Possession of a valid Michigan driver's license.

**NOTE:** Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

***I certify that the entries on these pages are accurate and complete.***

\_\_\_\_\_  
Appointing Authority

6/19/2020

\_\_\_\_\_  
Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date