



*Pride of the Ojibwe  
13394 W Trepania Road  
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## **Job Announcement**

### **Income Maintenance Director**

<b>Position:</b>	<b>Income Maintenance Director</b>
<b>Posting Date:</b>	<b>August 12, 2021</b>
<b>Closing Date:</b>	<b>Open Until Filled</b>
<b>Supervision:</b>	<b>Margaret Diamond, Executive Director</b>
<b>Location:</b>	<b>LCO Tribal Administration Building</b>
<b>Salary Range:</b>	<b>Negotiable based on experience</b>
<b>Administration:</b>	<b>LCO Tribal Government Personnel Policies and Procedures</b>

#### **Position Summary:**

The Income Maintenance Director will supervise the Income Maintenance Specialists who are responsible for implementing programs and services. Develop, implement, and manage the LCO Tribal Income Maintenance Program including implementing rules, regulations, policies and procedures, supervising staff, and having final authority for eligibility determinations and benefit authorizations. The Income Maintenance Director will also be responsible for case management. Case management includes assessing family needs, connecting the family services that will improve economic and family well-being; determining eligibility and issuing benefits for services that support employment including Medical Assistance, Food Stamps, and Child Care.

#### **Supervision**

##### **Essential Duties and Responsibilities:**

- Clearly communicate departmental and program policy directions and expectations to staff through individual conferences, meetings and divisional meetings.
- Assure continuing high level of professional and technical expertise of staff through meetings, on-the-job training, and provision of access to formal training opportunities offered by the Tribe, County, State and others.

##### **Manage workflow of economic support through planning, organization, assignment, and evaluation.**

- Using EOS, CARES, and locally gathered data, compile statistical information on caseload, workflow and other data elements for planning and reporting purposes.
- Assign cases and workload to staff to assure even distribution of work within the levels and capabilities of available staff.
- Monitor program timelines for case managing and processing to assure timely management of cases.

##### **Implement human resources policies in all assigned activities with unit.**

- Conduct formal evaluations of worker performance using agency procedures and established criteria.
- Initiate corrective action plans with workers and monitor for satisfactory progress.

***LCO Tribal Government  
Human Resource Dept  
Income Maintenance Director***

- Document thoroughly all personnel activities including action plans and progressive discipline.

**Participate in development of division wide policy and procedures and establish and maintain positive professional relationships with other divisions and with other cooperating public and private agencies.**

- Lead and participate in work groups assigned to review and improve divisional policies or procedures.
- Recommend organizational and procedural changes to improve efficiency and responsiveness of unit, office, and division.
- Represent the Department, the Division and the programs to other agencies and the community.
- Complete a minimum of twelve hours of professional development training annually. Maintain any minimum hours of training or certification required by the State.
- Maintain current knowledge of program and procedural requirements of state, federal and county policies and rules.

**Case Management**

**Essential Duties and Responsibilities:**

Coordinate benefits and services to assist families and individuals to attain economic self-sufficiency.

- Determine the need for supportive services and make appropriate referrals supportive agencies or activities. Collaborate with these experts in obtaining services.
- Adhere to federal, state and county policy described in Income Maintenance, Food Stamps, Child Care, Medical Assistance, and Other Program Manuals, Department of Workforce Development Operations Memos and Administrator's Memos, CARES guide and related training.

Determine initial and ongoing eligibility

- Interview applicants in office to obtain personal and financial information required by law to establish eligibility for Medical Assistance, Food Stamps, Child Care and / or Interim Assistance.

Interact in a respectful and positive manner

- Treat customers and co-workers with respect and sensitivity
- Advocate for customers within the Department and with related agencies.

Connect customers with appropriate resources

- Consult with customer to determine goals and resource needs.
- Refer customers to appropriate community resources.
- Coordinate customer goals and activities with other agency and partner agency staff.
- Tailor advocacy to individual circumstances.

Respond to customers and other agencies.

- Respond to written and telephone inquiries timely and respectfully.
- Collaborate with staff from related agencies to assure smooth transitions and consistent messages for participants in common.

**Education and Experience:**

- Bachelor's Degree in public administration, social work or related social sciences or human service field preferred.
- Two year Associate Degree in Human Services, Business or Administration related field; and/or **equivalent work experience in related field are required.**

**Minimum Qualifications:**

- Awareness of current Tribal issues with regard to employment, training, welfare referral and social services. Knowledge of Indian values and culture in relation to self-sufficiency and self determination.
- Experience and working knowledge of existing welfare referral policies, programs and their associated systems, management standards and procedures.
- Ability to develop work plans, matching the responsibility to the person, giving direction independently, set expectations, monitor delegated activities, and provide recognition for results.
- Strong computer skills including knowledge of modern office practices, methods, procedures and use of Microsoft Office Software. Must be able to prioritize and handle multiple tasks.
- Knowledge and skills in the principles of case management methods and techniques.

- Ability to exercise sound judgment.
- Ability to show leadership and excellent interpersonal skills.
- Valid Wisconsin Driver's License.
- Must be able to sign and adhere to the Tribe's Code of Confidentiality Agreement
- Must be able to pass a thorough background check.
- Must be able to pass a pre-employment drug screen.

**APPLICATION PROCEDURE:**

Submit completed **LCO Employment Application including Release and Authorization Form** (available upon request or on the Tribe's website) along with a **cover letter, resume** and at least **three (3) letters of reference**. Certificate of Good Standing in each jurisdiction where licensed and any other supportive documents. **Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.**

**MAIL, FAX OR EMAIL ALL INFORMATION TO:**

Lac Courte Oreilles Tribal Government  
ATTN: Human Resource Department  
13394 W. Trepania Road  
Hayward, WI 54843  
Fax (715) 634-4797  
HR Fax (715) 699-1209  
[doreen.debrot@lco-nsn.gov](mailto:doreen.debrot@lco-nsn.gov)  
[caroline.yellowthunder@lco-nsn.gov](mailto:caroline.yellowthunder@lco-nsn.gov)

*Tribal preference will apply to qualified applicants in accordance with the Lac Courte Oreilles Policies & Procedures Manual.*