The Minnesota Chippewa Tribe

Job Announcement

Title: Tribal Outreach Specialist
Classification: Contracted Position
Division: Area Agency on Aging
Location: Duluth, MN
Reports To: Senior LinkAge Line Manager & MCT Human Services Director
FLSA Status: $20/hour

Job Summary: Provide education and outreach to tribal elders and caregivers in the PSA covering the seven county Arrowhead region and the Tribal Nations located there. Be a liaison to Senior LinkAge Line service to build relationships and increase access and enrollment for native people to utilize Federal and State funded resources.

Provide basic in-person assistance to help older adults and caregivers learn about and access services and benefits and work through situations presenting barriers to obtaining long-term care services and to living in the community. Provide information via referrals, the telephone and through e-mail, social media and other sources to older adults, caregivers and professionals about long-term care service options and benefits including Medicare.

Key Functions and Responsibilities:
• Presents on Medicare, health insurance, fraud, cost saving programs, long term care, and other information beneficial to support independence and aging in place.
• Serve a culturally diverse population of seniors and persons with disabilities and their caregivers, Medicare beneficiaries of any age, individuals seeking assistance with prescription drug costs of any age and community professionals to meet their informational needs.
• Updates RTC (reservation tribal council) as requested.
• Work with/report gaps to Access and Development staff at AAAA.
• Participates in Health fairs and speaker requests.
• Identifies and creates awareness re: unique needs.
• Makes formal and informal referrals to Indian Health Service, SLL service, Disability Hub, County Veterans Service Officers’ (CVSO) & County staff.
• SLL Liaison to regional Tribal staff, clinics and leaders including CAIR, AICHO and other organizations serving tribal elders.
• Participate in meetings as requested by supervisor.
• Create awareness and path by referring to programs that elders and caregivers may be eligible for. Provide assistance with applications and ongoing support as needed.
• Provide insight, training or resources to guide staff in implementing culturally appropriate practices.
• Collaborate with Development and Grant Management staff to ensure opportunities for funding and support are communicated to tribal partners.
• Recruit and support volunteer health insurance counselors
• Maintain policies and procedures to comply with requirements/minimum standards and guidelines of the Minnesota Board on Aging Health Insurance Counseling Program
• Provide outreach to and education for any Medicare recipients living on and off the reservation.
• Develop and maintain relationships with regional Legal Services and Ombudsman staff, health care providers, state agencies, Medicare carriers and intermediaries, the Medicare Peer Review Organization and other relevant organizations.
• Establish and staff walk-in sites at community locations to provide information to elders and caregivers.
• Perform Mandated MAARC reporting as required.
• Promote SLL and SHIP services in the community.
• Participate in Area Agency on Aging meetings and other agency work groups as needed.
• Participate in activities and reporting for the Area Plan as needed.

Position Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. A valid driver’s license is needed. The requirements listed below are representative of the knowledge, skill and/or ability and physical demands required, and environment characteristics encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Education/Experience: Knowledge of Indigenous cultures in the Arrowhead region. Knowledge of tribal government practices and healthcare services. Bachelor’s degree with experience in health or human services field related to aging; or Two-year post-secondary education from a technical community college or university and two to four years experience in health or human services field related to aging; or equivalent combination of education and experience.

Competencies:
• **Knowledge** of Indigenous communities including healthcare services, long-term care services including formal, quasi formal, and informal organizations and providers both tribal and non-tribal, housing options, public long-term care and housing benefits, Medicare, Medicare Assistance, health and long-term care insurance, pension rights, caregiver support, challenges of families related to aging and care giving, grandparents’ rights and services, aging process, public financial assistance programs, county Long-Term Care Consultation Service’s.
• **Skill in** interview techniques, empathetic listening, assessment, researching and choosing service options, problem-solving, presenting ideas in a logical order, public speaking, and working with groups and organizations.
• **Ability to** efficiently and accurately use computer database technology and telephone technology, communicate effectively with older persons, teach and model cultural
competency, put concerned individuals at ease, maintain confidentiality, make independent judgments in referring consumers, reach quickly in crisis situations, speak in front of groups, participate in relationship-building activities and information and assistance service system development, provide basic health insurance counseling, travel to locations to perform job responsibility, keep up-to-date about changes in services and benefits, assist with data collection and preparation of reports, participate in agency work groups and initiatives about the operation of the Area Agency on Aging and its programs and services.

- **Demonstrated ability** to assist with design, planning and execution of projects, including budget development and developing and following program service standards.

**Language Skills:** Ability to read, analyze and interpret professional journals, technical procedures and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from planners, managers, clients and general public.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Physical Demands:** The person is regularly required to talk or listen. The person is frequently required to use hands to finger, handle or feel, and reach with hands and arms. The employee must occasionally stand, walk and lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance, color vision, peripheral vision, depth perception, and ability to focus.

**Work Environment:** This is a professional office. The noise level in the work environment is usually quiet. There are no hazards or unsafe conditions in this environment.

**Travel:** This position requires travel within the region and occasionally within the state.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

**Send Resume/Application and a List of Three Professional References To:**
Joel D. Smith, Director of Administration
The Minnesota Chippewa tribe
PO Box 217
Cass Lake, MN 56633

3/14/2023