

**PUEBLO OF LAGUNA**  
**JOB ANNOUNCEMENT NO. 2023-56**

**OPEN TO IN-HOUSE & EXTERNAL APPLICANTS**

**POSITION:** Benefits Specialist II  
**OPENING DATE:** October 13, 2023  
**CLOSING DATE:** Open until Filled  
**DEPARTMENT:** Community Health & Wellness  
**SALARY RANGE:** NE11; \$34,258 - \$51,397

**Position Summary:**

Under general direction of the Benefits Program Manager, ensures that health, medical, and general social benefits information and enrollment assistance are available and accessible to community members. Assists the Benefits Program Manager in accomplishing the Program's strategic objectives. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Provides comprehensive information and education to community members regarding benefits of Medicaid, Medicare, New Mexico Health Insurance Exchange Marketplace, Social Security, Veterans, Indian Health Service, State and Federal Benefits, and Pueblo sponsored programs.
- Conducts a comprehensive Intake process to determine client need.
- Explores program benefits and resources to meet client's defined need; assists clients with interpretation, understanding, and navigation.
- Initiates and conducts the initial enrollment processes; assists clients with updates and re-enrollment with current benefits.
- Supports outreach initiatives hosted by resource programs and the CH&W Department.
- Meets quotas and desired outcomes based on the program's goals, the Pueblo's priorities, and available resources.
- Coordinates case management practices, processes and procedures; ensures effective integrated client services with resources providers.
- Ensures compliance with applicable guidelines set forth by Social Security Administration, Veterans Administration, State Benefits Programs, and other applicable programs.
- Reviews client records; monitors and guides case progress.
- Upholds client confidentiality in accordance with HIPPA regulations and/or other relevant patient privacy protection laws.
- Maintains record/data of program activities and services; develops required narrative & statistical reports.
- Keeps abreast of changes in benefits programs; takes proactive actions to minimize potential negative impact on clients.
- Assists Manager in review of current processes and procedures; offers recommendations for improvement and/or expansion of services.
- Collaborates with MCO's and other relevant entities for comprehensive delivery of required client services.

- Assists, as directed, the Pueblo’s Emergency Management Program in its response to public emergency incidents.
- Obtains required certifications within specified time limits; maintains required certifications and professional and technical knowledge by attending relevant training and establishing networks with like programs.
- Contributes to a team effort toward accomplishing tasks and achieving results.
- Performs other duties as required.

**Minimum Qualifications:**

Associates Degree in Public Health, Community Health Education or related field required. Five (5) years of work experience in benefits related field (Social Security Benefits, Veterans Services, State Benefits, other related programs), including two (2) years of supervisory experience, required. Health Insurance Exchange Training preferred; must obtain within six (6) months of hire. Presumptive Eligibility Medicaid On-sight Application Assistance (PE- MOSAA) Certification preferred; must obtain within three (3) months of hire. Veteran’s Service Officer (VSO) Accreditation preferred; must obtain within one (1) year of hire. FEMA/ICS 100, 200, 700, 800 Certifications preferred; must obtain within four (4) months of hire. Fluency in the Laguna language preferred. A combination of relevant education and directly related work experience may be considered.

**Background Investigation Requirements:**

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Benefits Specialist II is designated as a High Risk Public Trust (*HRPT*) position.

<b>Type of Background Check</b>	<b>Required</b>
Pre-Interview Drug Screening and Background Check	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

**Knowledge, Skills, Abilities, and Certifications:**

- Knowledge of laws, regulations, ordinances, and legislation applicable to program services.
- Knowledge of proper spelling, grammar, and punctuation and adequate math skills to carry out essential duties.
- Knowledge of HIPPA and/or other applicable privacy protections laws.
- Knowledge of navigation processes and procedures applicable to program services.

- Knowledge of the processes and procedures of navigating health and social benefits programs; skill to apply in the delivery of Program services.
- Knowledge of and skill in case management oversight processes and procedures.
- Knowledge of basic FEMA policies, regulations, and processes regarding emergency incident response and management.
- Ability to communicate effectively, both verbally and in writing
- Ability and skill to interpret applicable laws and regulations to immediate target audience.
- Ability to interact professionally and maintain positive working relationships with individuals of varying social and cultural backgrounds.
- Ability to establish and maintain professional relationships with co-workers at all levels.
- Ability to conduct client intake and assessment with empathy and enthusiasm.
- Ability to maintain confidentiality; to demonstrate high moral character and self-responsibility.
- Ability to work independently and meet strict time lines.
- Ability to make solid decisions and exercise independent judgment.
- Ability to be persuasive and tactful in controversial situations.
- Ability to be innovative, creative, and flexible in delivery of program services.
- Ability to plan, implement, and deliver informational, motivating, and educational presentations and outreach services to diverse audiences.
- Skill in providing daily supervision of staffing deliverables.
- Skill and ability in researching new programs, recommending updates to current program regulations and guidelines.
- Skill in records development and maintenance; in data collection and documentation; and organization.
- Skill in preparing comprehensive narrative and statistical reports.
- Skill in computer use including Word, Excel, Outlook, PowerPoint, and software unique to program.

**Application Instructions:**

- Go to [www.lagunapueblo-nsn.gov](http://www.lagunapueblo-nsn.gov) and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
  1. E-mail to [polemployment@pol-nsn.gov](mailto:polemployment@pol-nsn.gov);
  2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
  3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
  4. Fax to (505) 552-9675
- For more information, contact Whitney Roughsurface, at (505) 552-5784 or by e-mail at the above address.

**LAGUNA TRIBAL MEMBER PREFERENCE APPLIES**