



United Keetoowah Band

Of Cherokee Indians in Oklahoma
Traditional. Historic. Cultural.
UKB Corporate Board

JOB DESCRIPTION

Position Title: UKB Sub-Office Assistant – Illinois Community

Department: UKB Human Services

Reports To: Tribal Administrator or other Designated Supervisor

Employment Status: Part-Time

Salary Range: \$14.00 per hour up to 22 hours per week (Contract ends October 1, 2026)

JOB SUMMARY:

The UKB Sub-Office Assistant supports the delivery of social and human services to tribal members and their families. This position involves providing administrative support, assisting with client intake and outreach, and coordinating services that enhance the well-being and self-sufficiency of the community. The role requires compassion, cultural sensitivity, and organizational skills to meet the diverse needs of the tribal population.

RESPONSIBILITIES:

- Perform clerical duties, including answering phones, scheduling appointments, maintaining records, and preparing reports.
- Manage data entry and ensure accurate documentation of client interactions and services provided.
- Assist with grant reporting and compliance documentation, as required.
- Conduct initial intake interviews to assess client needs and eligibility for services.
- Assist clients in completing applications and gathering necessary documentation.
- Provide referrals to internal programs or external agencies for additional resources.
- Collaborate with Human Services staff to coordinate services such as housing assistance, food programs, and crisis intervention.
- Monitor the progress of clients and maintain regular communication to ensure their needs are being met.
- Participate in community outreach efforts to promote awareness of available services.
- Assist in organizing workshops, events, and training sessions for tribal members.
- Serve as a point of contact for community inquiries related to Human Services programs.
- Maintain an understanding of tribal culture, traditions, and values to provide respectful and effective support.
- Ensure that services align with the cultural and social priorities of the tribal community.
- Adhere to all confidentiality policies and regulations, ensuring the privacy of client information.
- Follow tribal, state, and federal guidelines in the delivery of services and handling of sensitive information.
- Perform additional tasks as assigned.

- **QUALIFICATIONS:**
- High school diploma or equivalent required; an associate’s degree in social work, human services, or a related field is preferred.
- Experience in administrative support, customer service, or human services is highly desirable.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills, with a compassionate and patient demeanor.
- Proficiency in computer applications, including Microsoft Office Suite and data management systems.
- Knowledge of social service programs, resources, and eligibility requirements is a plus.
- Familiarity with tribal communities and their unique social and cultural needs is highly valued.
- Must possess a valid driver’s license and have a clean driving record.
- Must pass a background check, drug screening, and any other pre-employment requirements.
- Familiarity with tribal culture, traditions, and community values is a plus.

- **WORKING CONDITIONS**
- Office-based with occasional travel to tribal homes, community centers, or events.
- Interaction with individuals experiencing challenging circumstances, requiring empathy and emotional resilience.
- Regular communication with team members and external service providers.

****UKB and Tribal preference applies.**

****Job description is subject to change without notice.**

NOTE:

In reference to the Personnel Policy, Section 1-5 Employment At -Will. All employees who do not have a written contract with the employer for a specific fixed term of employment are thereby employed at the will of the employer for an indefinite period. Employment with the Health Center, without a written contract, is voluntary and therefore employees are free to resign at will at any time with or without cause or reason likewise, the health Center may terminate the employment relationship at will at anytime with or without notice and for any lawful reason deemed appropriate by the Tribe and Health Center staff or for good cause, bad cause, or no cause at all. This policy is commonly referred to as “employment -at- will.”

EMPLOYEE SIGNATURE & ACKNOWLEDGMENT PAGE:

Employee’s Signature

Date