



## Wo'Okkiye Outreach Case Manager

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Supervised by:	Wo'Okkiye Grant Manager
Location:	Sioux Falls, SD
Status:	Part-Time
Salary:	Based on Experience

### SDUIH OVERVIEW:

The South Dakota Urban Indian Health, Inc. (SDUIH) is a non-profit corporation that consists of two full-time primary care clinics. SDUIH is a comprehensive patient-focused health care organization. SDUIH corporate headquarters is located in Pierre and the agency reports to the Indian Health Service (IHS) in Aberdeen.

When you join our team at SDUIH, you're joining our Tiwahe (family). We believe that through equitable pay, flexibility, and centering employee wellness, we're creating systemic change that benefits everyone, especially our patients. Working with our medical, behavioral health, and cultural health teams, you'll improve the health and wellness of our patients and positively impact the health of our community.

### POSITION SUMMARY:

We are looking for a dedicated and compassionate Wo'Okkiye (noun: help, assistance Lakota/Dakota) Outreach Case Manager to join our street outreach team. In this role, you will be responsible for providing comprehensive case management services to individuals and families in need. You will work closely with relatives to assess their needs, develop individualized service plans, and connect them with appropriate resources and services. The ideal candidate will have a strong understanding of social services, excellent communication skills, and the ability to work effectively with diverse populations. You will be expected to maintain accurate records, collaborate with other service providers, and advocate for your clients' needs. This position requires a high level of empathy, patience, and the ability to handle challenging situations with professionalism and sensitivity. If you are passionate about making a difference in the lives of others and have the skills and experience required for this role, we encourage you to apply.

### Skills & Ability

- High compassion and empathy.
- Conduct comprehensive assessments of clients' needs and strengths.
- Develop and implement individualized service plans.
- Provide ongoing case management and support to clients.

- Connect clients with appropriate resources and services.
- Advocate for clients' needs and rights.
- Maintain accurate and up-to-date case records.
- Collaborate with other service providers and community organizations.
- Monitor clients' progress and adjust service plans as needed.
- Provide crisis intervention and support as needed.
- Assist clients with navigating social service systems.
- Provide transportation assistance as needed.
- Develop and maintain positive relationships with clients and their families.
- Participate in team meetings and case conferences.
- Stay informed about community resources and services.
- Ensure compliance with all relevant policies and regulations.
- Provide culturally competent services to diverse populations.
- Assist with program development and evaluation.
- Attention to detail.
- De-escalation tactics.
- Remaining calm in risky and high stress environments.
- Excellent verbal and written communication skills.
- Ability and flexibility to work as a team member but work independently when needed.
- Non-judgmental.
- Flexibility to adjust as needs arise during shifts.
- Identify signs of overdose of various substances and know how to respond.

## **Knowledge of:**

- Minnehaha county and surrounding area community resources
- Privacy and HIPAA guidelines.
- Native American culture and traditions.
- Ability to manage multiple priorities and tasks concurrently and meet deadlines.

## **Qualifications:**

- Bachelor's in Human Services or related field preferred.
- 1-2 years' experience in case management.
- Experience working with populations experiencing homelessness, substance use, and housing instability.
- Established work with the Native communities.
- Pass a federal background check that includes a clean driving record.
- Provide Indian Preference documentation if claimed.
- Strong organizational and time management skills.
- Ability to handle challenging situations with professionalism and sensitivity.
- Proficiency in Microsoft Office and case management software.
- Strong problem-solving and critical thinking skills.
- Ability to maintain confidentiality and professional boundaries.
- Empathy, patience, and a genuine desire to help others.
- Flexibility and adaptability in a dynamic work environment.
- Strong advocacy skills.

- Ability to conduct home visits and outreach activities.
- Knowledge of relevant policies and regulations.
- Ability to provide culturally competent services.
- Experience with crisis intervention and support.
- Must be CHR/CHW, and CPR certified or willing to obtain certifications within 90 days of employment.

## **How to Apply**

Interested individuals should email their resume and a completed application to [Carmen.Rodriguez@sduih.org](mailto:Carmen.Rodriguez@sduih.org). Applications can be found at <https://sduih.org/careers/>.

SDUIH has the right to amend this job description as operational needs dictate. SDUIH is an at-will employer.