

Office of the Chief and Council

Kirk E. Francis
Chief

Mark Sockbeson
Vice-Chief



Penobscot Nation

Human Resources

12 Wabanaki Way
Indian Island, Maine 04468
Phone: (207) 817-7306
Fax: (207) 817-7463

JOB ANNOUNCEMENT

Opening Date: May 7, 2025

Closing Date: Until Filled

Position: Consortium Child Support Case Manager

Department: Social Services

Reports To: PNCSA Program Coordinator/Director of Social Services

Pay Range: \$17.02 – \$30.69

Status/Term: Full-time, Non-Exempt

Location: 89 High St. Houlton, ME 04730

Job Summary:

The Penobscot Nation is seeking a Case Manager who will assume primary responsibility for overseeing child support enforcement cases. This position requires the ability to manage a variety of caseloads and involves working closely with custodial and non-custodial parents as well as other appropriate authorities, programs or other departments. This person will be employed by the Penobscot Nation and is supervised by the PNCSA Program Coordinator.

Qualifications Required:

- A minimum of an associate degree in a social services field such as Behavioral Science or Human Services required.
- Ability to handle confidential information and work independently.
- A minimum of one year experience providing case management required.
- Notary Public preferred or ability to attain Notary Public.

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- Must have the ability to write well, multitask and communicate effectively verbally and in writing.
- Applicant must never have been convicted of a felony.
- A valid driver's license is required.
- Applicant will be required to sign a waiver for a background check and fingerprinting.
- Indian preference will be adhered to in accordance with the Penobscot Nation's Personnel Policies and Procedures.

Essential Duties/Responsibilities:

- Assumes responsibility for following confidentiality procedures as outlined in the policy and procedures, tribal guidelines and applicable regulations.
- Works with attorneys, court clerks, judges, non-custodial and custodial parents, and other persons concerned with child support enforcement activities.
- Maintains communication, builds relationships, and gathers data from sources related to the child support field.
- Must gain the knowledge and ability to manage a child support caseload.
- Locates parents, assets, and sources of income as related to assigned cases.
- Accurately calculates a child support worksheet.
- Attends hearings to give testimony regarding specific cases, utilizes legal counsel as needed.
- Receives applications for services and explains policy as it relates to cases.
- Compiles case information by reviewing public documents, interviewing clients or gathering information from other agencies.
- Prepares and maintains case files for the child support enforcement program.
- Evaluates cases to determine/recommend appropriate legal and administrative actions, in consultation with legal staff as needed.
- Performs outreach activity for the purpose of education and community awareness of child support and paternity establishment.
- Will be trained to complete genetic testing for paternity cases.
- Interacts professionally and effectively with others, focusing upon the attainment of Penobscot Nation goals and objectives through a commitment to teamwork.
- Conforms to acceptable attendance/punctuality standards as expressed in the employee handbook.
- Performs other related tasks, as requested.

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Physical Demands/Conditions/Requirements:

Must be able to stand, sit, walk, use hands, fingers, reach with hands and fingers and arms, meet minimum vision requirements, lean and stoop down, and lift up to 25 pounds.

How to Apply:

- - Applications are available at the Human Resources Office or the Secretary's Office at the Nick Sapiel Building, Indian Island, Maine. Applications can also be downloaded at www.penobscotnation.org.
- - Apply online at <https://www.penobscotnation.org/departments/human-resources/employment-opportunities>.
- - Submit completed applications and résumés along with certifications to Human.Resources@penobscotnation.org.
- - For additional information, call (207) 817-7306 or email Human.Resources@penobscotnation.org.

Pre-employment physical will be conducted in accordance with the Penobscot Nation Personnel Policies and Procedures. Native American preference will be adhered to in accordance with the Penobscot Nation Personnel Policies and Procedures

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential functions (as listed) either unaided or with the assistance of a reasonable accommodation, to be determined by management on an individual basis upon request.