



PUEBLO DE SAN ILDEFONSO
Human Resources Office
02 Tunyo Po
Santa Fe, NM 87506

POSITION DESCRIPTION

POSITION: Senior Advocate
SALARY: \$15.89
FLSA STATUS: Exempt

LOCATION: Pueblo de San Ildefonso
REPORTS TO: Tribal Services Director

Job Summary

The Senior Advocate serves as an advocate for patients and/or family members with concerns regarding medical care and other services need by seniors and Pueblo de San Ildefonso. The Senior Advocate will track, trend, and analyze senior concerns and work with appropriate departments/agencies to develop improvement plans. The Senior Advocate educates senior citizens about resources and services that are available and helps them apply for those benefits. Job duties include researching health care and social services, helping clients review bills or insurance claims, and offering support after hospital visits.

Advocates have an ethical obligation to represent the desires and needs of the person they represent, regardless of their own personal opinions on matters under consideration.

Supervision and Guidelines

Work performed is under the direct supervision of the Tribal Services Director. Guidelines include applicable laws, rules and regulations; Pueblo de San Ildefonso policies and procedures; supervisory and administrative instructions and directives.

Essential Duties and Responsibilities

Manages and performs day-to-day operations for the purpose of providing medical and behavior health assistance to San Ildefonso Seniors. This includes visits to senior homes to ensure Seniors are safe and healthy.

Manages and performs all work related to assisting seniors to stay healthy.

Responds to emergency situations during and after normal working hours for the purpose of resolving immediate safety concerns of seniors.

Manages and performs administrative functions such as preparing work plans, budgets, grant proposals, project status reports and quarterly reports.

Revised: 1/20/2023

Approved 1/20/2023 Tribal Administrator, John Gonzales, Human Resources Director, Kathy Arquero

Provide HIPPA guidelines and procedures in reference to release of information services for patients and insurance statuses.

Experience with Medicare and Medicaid regulations.

Protect confidential information, at all times by following HIPAA privacy rules and regulations.

Demonstrate exceptional levels of compassion and empathy while actively listening to senior concerns and anticipating their requests.

Serves as a resource for seniors lacking family/friend support, responsible for answering seniors questions and concerns raised to them or identified during visits.

Participate in meetings, workshops, trainings, and seminars for the purpose of gathering information required to perform duties.

Work with outside agencies such as Bureau of Indian Affairs, Indian Health Service, Environmental Protection Agency, US Department of Agriculture, Santa Fe County, etc. Perform other duties as assigned.

Minimum Qualifications

High School Diploma or GED. Some college is better.

Work Experience: One (1) years customer service experience.

SPECIAL REQUIREMENTS:

Bilingual Skills Preferred: English and Tewa

Must be able to use computers including MS Office software and various office machines. Ability to perform quality work under pressure, meet deadlines, and maintain confidentiality. Good verbal and written communication skills. Must be available to work weekends and flexible shifts. Must have a valid drivers' license and be insurable under the Pueblo de San Ildefonso vehicle insurance policy. Position is subject to a favorable background investigation.