



MESCALERO APACHE TRIBE

Position Description

JOB ANNOUNCEMENT

Position Title: Social Services Program Manager

Department: Social Services

Employment Status: Exempt **Grade:** E5

Open date: September 16, 2019 **OPEN UNTIL FILLED**

Job Summary

Under general direction of the Executive Director, accomplishes strategic objectives by planning, organizing, and supervising functions required to operate and maintain program activities. Ensures protective services of children and elderly in accordance with Bureau of Indian Affairs (BIA), 25 Code of Federal Regulations (CFR), Indian Child Welfare Act (ICWA) and tribal ordinances. Maintains confidentiality of all privileged information.

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

Essential Duties and Responsibilities

- Directly responsible for administration, development, execution and evaluation of the Social Services Program.
- Develops a strategic plan for carrying out program functions.
- Establishes, implements, and communicates goals, objectives, policies, and procedures in accordance with Social Services Program.
- Assesses the social needs of the reservation.
- Develops, monitors, and maintains program budgets; follows and adheres to accounting policies & procedures also to include generating purchase orders, contracts, travel request and payroll.
- Plans, develops, and implements strategies for generating resources or funds.
- Supervises, coaches, counsels, and trains staff to improve effectiveness.
- Hosts regular staff meetings to ensure communication among personnel regarding program-related activities.
- Ensures the training of staff on records management software.
- Ensures compliance with BIA, 25 CFR, and ICWA, Tribal Codes and other child and adult protection laws.
- Represents the department and the Tribe to external agencies, organizations, and individuals in all matters regarding Social Services, and establishes solid relationships with programs of common interests.
- Conducts annual Social Services Program evaluation and assessments of program components and staff according to established policies, procedures, and regulations.
- Prepares correspondence, agendas, memos, forms, creates, submits, and presents reports regarding program activities, as needed.
- Develops and disseminates public information and education programs regarding the Program's services.
- Establishes, updates, and maintains files, inventories and records, allocates space and stores records in accordance with policies and procedures.
- Manages extreme cases of child abuse, elderly abuse, neglect, or endangerment.
- Maintains professional and technical knowledge by attending relevant training and workshops, and conferring with representatives of contracting agencies and related organizations.
- Ensures the implementation of overall program scope of work.

- Develops and maintains professional and ethical standards in compliance with the ethics developed by National Association of Social Workers.
- Performs other duties as required.

Minimum Qualifications

- Master's degree in social work, counseling, or related field
- Five years' experience in Human Services or Social Services field.
- LISW required.
- Five years of supervisory and managerial experience.
- Two-three years Tribal and BIA Social Services experience, preferred.
- First Aid and CPR certified.
- Must have a valid NM Driver's License.
- Must successfully pass a pre-employment drug/alcohol screen and background investigation.

Tribal preference and Native American Indian preference shall apply to all positions.

Knowledge, Skills and Abilities

- Knowledge of the effects and consequences of abuse and neglect.
- Knowledge of case management and crisis intervention.
- Knowledge of records management and procedures.
- Knowledge of proper spelling, grammar, and punctuation, and math sufficient to carry out duties.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interpret applicable laws, regulations, requirements, ordinances, and legislation.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to recognize, understand and respect the Mescalero Apache Tribal culture and traditions.
- Ability to work effectively with individuals and demonstrate leadership and team-building skills with empathy and enthusiasm.
- Ability to work within a highly complex and structured environment while maintaining a creative and flexible problem-solving approach with clients.
- Ability to maintain confidentiality and to demonstrate moral character.
- Ability to analyze situations and adopt appropriate courses of action; define problems collect data, establish facts, and draw valid conclusions.
- Ability to work independently and meet strict timelines.
- Ability to make solid decisions and exercise independent judgement; make effective decisions in emergencies.
- Ability to be persuasive and tactful in controversial situations.
- Ability to identify and secure alternative funding or revenue sources.
- Ability to work extended hours and various work schedules, and on a rotational 24-hour on-call basis.
- Ability to demonstrate operational efficiency, and develop processes for quality assurances and improvements.
- Ability to prepare accurate and legible reports and draft legal memoranda; create and present detailed, accurate, and objective presentations.
- Ability to integrate training, experience, and common sense sufficient to identify potentially dangerous situations, make effective logical decisions, and exercise the appropriate measure of tact to resolve situation.
- Ability to accept the dangers and stresses, regimentation, discipline, and time demands of working with children and families involved in abuse and neglect situations.

- Skill in conducting interviews, individual and group counseling and coaching sessions with empathy and enthusiasm.
- Skill in preparation of project time lines and staffing plans.
- Skill in preparing reports and correspondence.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel and presentation software (such as PowerPoint).
- Knowledge of Public Law 101-647 Indian Child Protection Act of 1990, Public Law 93-638 Indian Child Welfare Act and other applicable Federal, State, Tribal Laws, and Codes.

Physical Demands

While performing the duties of this job, the employee regularly is required to sit; use hands and fingers to handle, or feel; and talk and hear. The employee occasionally is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

Work is generally performed in an office or indoor setting with a moderate noise level. Evening, weekend, and/or holiday may be required.