THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	DSS03910444	DATE POSTED:	07/13/15
POSITION NO:	242003	CLOSING DATE:	07/24/15
POSITION TITLE:	Assistant Department Manager		
DEPARTMENT NAME / WORKSITE:	Department for Self Reliance / Window Rock, Arizona		
WORK DAYS:	Monday to Friday	REGULAR FULL TIME: ☑	GRADE/STEP: AB68A
WORK HOURS:	8:00 am to 5:00 pm	PART TIME: ☐ NO. OF HRS./WK.:	$ 56,721.60 PER ANNUM
		SEASONAL: ☐ DURATION :	$ 27.27 PER HOUR
		TEMPORARY: ☐	

DUTIES AND RESPONSIBILITIES:

Reports directly to the Department Manager III to assist in the coordination of internal operations to ensure effective implementation and compliance to established policies, procedures, goals and objectives, and program priorities; coordinates with section managers and field office supervisors to work in unison in completing and achieving tasks to support administrative support and direct services; addresses issues to enhance interdepartmental coordination and collaborates with tribal, state, and national governmental offices. Assists in the development and oversight of the department's annual budget by working in cooperation with the section managers and field office supervisors; responsible for the establishment and coordination of internal control measures; works closely with all section managers to ensure respective duties and responsibilities are being adhered to, which includes finance, personnel, quality assurance, fraud investigation, etc.; assists in the preparation of department reports relative to data, financial, and personnel matters. In concert with the Department Manager III, will share full responsibility of managing the program.

Under the direction of the Department Manager III, the Assistant Department Manager is responsible to work with the seven (7) field office supervisors, the Quality Assurance (QA) section manager, and the Customer Development section manager to assure the provision of quality services to the customers and their dependents; develops standards of performance for direct service field staff, monitors and evaluates the work performance of each Program Supervisor II and QA & Customer Development section managers; develops internal operating policies and procedures to ensure effective and efficient delivery of services. Responsible for the delivery and application of direct services of the Intense Case Management (ICM) services; assures proper training of the ICM to new and current staff; supervises the QA section to improve the case management of case files; monitors the progress of each field office to meet the Work Participation Rate and prepare for the annual audit; supervises the Customer Development section for appropriate and necessary orientations, trainings, workshops, and assessments are offered and provided to the customers; reviews and determines necessary changes to the Case Management process; assures corrective action is taken by each staff and supervisor to address any deficiency within the case file.

Monitors the monthly case random & QA quarterly reviews for improvements & accountability in correcting any deficiencies; develops & establishes procedures to improve the two reviews; works with the Program Supervisor IIs to improve their role as a case manager to assure compliance with the FAESS manual and federal reporting requirements; requires training for new & current staff as needed.

Will attend meetings to represent the program; prepares presentations, reports, and correspondence for tribal, state, and federal offices; coordinates with other programs to improve the coordination and collaboration of services at the field level; assist with the preparation of the weekly Section Head Meetings, monthly Leadership Meetings, and Quarterly Staff Meetings; in the absence of the Department Manager III, will be delegated to oversee the entire program.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

- A Bachelor's degree in Public or Business Administration, Social Work, Sociology, Psychology, Human Services, or a related field in Social Services; and six (6) years of administrative or management experience, two (2) years of which must have been in a supervisory capacity.

Preferred Qualifications:

- Master's degree in Public or Business Administration, Social Work, Sociology, Psychology, Human Services, or a related field in Social Services
- Proficient in Microsoft Office software or other computer applications.

Special Requirements:

- A favorable background investigation.
- Possess a valid state driver's license.
- Must complete mandatory training and pass required examination to be certified for access to the Tribal Assistance System (TAS).

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

KNOWLEDGE OF: modern principles and practices of public administration; department operational activities, mission and client service requirements; contract or grant management, budget and reporting systems, financial controls, departmental performance assessment and measures.

SKILL IN: developing and analyzing department plans, legislation, operating systems, methods, procedures, and controls, budgets and forecasts; formulating and executing, documents and reports, short and long-term goals and objectives and program performance measures; in managing contracts or grants, staff and complex internal relationships, maintaining open communication and effective working relationships, providing advice and direction to subordinate managers, supervisors and staff; the collection, analysis, and evaluation of information to arrive at sound conclusions and recommendations; the interpretation of policies, guidelines and regulations as they pertain to the respective program.

THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT AND VETERANS' PREFERENCE.