

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DSS0394096

Date Posted: 09/12/11

POSITION NO: 942167

Closing Date: 09/23/11

CLASS CODE: 1247

POSITION TITLE: PROGRAM SUPERVISOR II

DEPARTMENT NAME: DSS/Navajo Nation Program for Self Reliance

DEPARTMENT NO: 39 WORKSITE LOCATION: Gallup, New Mexico

WORKS DAYS/HOURS: POSITION TYPE: GRADE: R65A

Days: Monday - Friday Permanent: SALARY:

Hours: 8:00 AM - 5:00 PM Temporary: Duration: \$ 41,516.80 Per Annum

Part-Time: No. of Hrs/Wk: 40 \$ 19.96 Per Hour

DUTIES AND RESPONSIBILITIES:

Works under general direction of the Assistant Department Manager; performs work of considerable difficulty managing and supervising a unit within the organization of the Navajo Nation Program for Self Reliance (NNPSR) to provide case management and support services including financial assistance to eligible needy families to begin a career path development that includes career development programs, job skills & training, job preparation, work experience, youth activities for dependents, outreach, promotion of responsible parenting, healthy families, prevention of high risk behaviors, and encouragement of economic self sufficiency.

Supervises, monitors, and evaluates the work activities and performance of subordinate staff responsible for providing case management services, supportive services, & program eligibility determination to families. Supervises and monitors the entire case management process used by the program including screening, intake, interviews, (re-)assessment, development and implementation of case plans, referrals, case follow-up, and other customer/family supportive services and case documentation. Interprets and explains program regulations, program policies and procedures, directives, and other correspondence and documentation. Trains and mentors staff to improve performance.

Conducts timely monthly case reviews and accuracy of database entry reviews. Conducts case conferences, staff meetings, and other meetings to accomplish program goals and objectives. Supervises and monitors the verification, timeliness, and accuracy of customer information for eligibility determination and case management and the timely, accurate entry and compilation of customer/family data into appropriate database for reporting purposes. Addresses and resolves customer complaints and concerns in addition to overseeing informal hearings. Monitors subordinate staff's relationship with customers by consulting with individual workers to review, evaluate, and/or modify case plans and work plans for customer success.

Assists with the recruitment, hiring, and retention of employees and manages assigned employee positions; implements and interprets direct services and program initiatives in accordance with the Tribal Family Assistance Plan, Tribal TANF federal regulations, FAESS manual, Federal Data Collection and Reporting manual, NNPSR Quality Assurance Policies and Procedures; establishes employee development plans, performance criteria, and completes annual job performance appraisals, and coordinates resources and collaboration at the community level with local programs and businesses to expand program services.

Coordinates, provides, and monitors outreach services such as home visits, itinerant schedules, and other support services. Coordinates and ensures referral services with Navajo Nation, state, federal, and private programs. Plans and improves service delivery in consultation with the central administrative office.

Generates statistical and narrative reports, memorandums, and other professional correspondence and documents. Attends conferences and represents the program in a professional and ethical manner.

QUALIFICATION REQUIREMENTS:

Education and Training:

A Bachelor's degree in Public or Business Administration or closely related field - Bachelors degree in Social Work, Sociology, Psychology, Human Services, or a related field in Social Services (**PREFERRED**)

Experience:

Three (3) years of program related experience with supervisory experience (preferred); or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties. **(To receive full credit for education/training, applicant must submit copies of college transcripts, certificates, diploma, etc.)**

Special Knowledge, Skills and Abilities:

Knowledge of modern principles of program operations and planning, supervision, and personnel management procedures & practices; knowledge of program operational activities, mission, & client service requirements; must be knowledgeable with the Navajo Nation Personnel Policy Manual, Travel Policies & Procedures, Procurement Laws, Motor Vehicle Review Board Policies, Child Support Enforcement Policies & Procedures, and other appropriate tribal, state, and federal regulations; knowledge of case management practices and the Welfare Reform.

Skill in operating and developing documents and reports, short and long-term plans, and performance measures; skill in managing staff and in maintaining an open communication and effective working relationships, providing advice and direction to subordinate managers, supervisors, and staffs. Strong verbal & written communication skills required; must be computer literate & proficient with Microsoft programs.

License/Certification Requirements:

Must pass a criminal background check and employee assessment prior to employment. Must possess a valid state driver's license. Within 90 days of employment must obtain a Navajo Nation Vehicle Operator's Permit.

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