THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO:	**DSS0399246**	DATE POSTED:	**09/15/14**
POSITION NO:	**942401**	CLOSING DATE:	**09/26/14**
POSITION TITLE:	**Program Supervisor II**		
DEPARTMENT NAME / WORKSITE:	**Department for Self Reliance / Crownpoint, NM**		

WORK DAYS:	Monday to Friday	REGULAR FULL TIME:	☑		GRADE/STEP:	Y65A
WORK HOURS:	8:00 am to 5:00 pm	PART TIME:	☐	NO. OF HRS./WK.:	$ 42,764.80	PER ANNUM
		SEASONAL:	☐	DURATION :	$ 20.56	PER HOUR
		TEMPORARY:	☐			

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 Department for Self Reliance (DSR) 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, Pathway to Self Reliance manual, Federal Data Collection and Reporting manual, DSR 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, Experience and Training)

Minimum Qualifications:

- Bachelor's degree in Public or Business Administration or closely related field; and three (3) years of program related experience.

Preferred Qualifications:

- Three (3) years of program related experience, two (2) of which must have been in a supervisory or lead capacity.
- FMIS Certification.
- Proficient in Microsoft Office software and 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 of program operations and planning, supervision, and personnel management procedures and practices; knowledge of program operational activities, mission, and client service requirements; must be knowledgeable with the Navajo Nation Personnel Policy Manual, Procurement Laws, Child Support Enforcement Policies and 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.

<<A favorable background investigation is required>>

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