

**THE NAVAJO NATION**  
**Department of Personnel Management**  
**JOB VACANCY ANNOUNCEMENT**

REQUISITION NO: DSS03921944

DATE POSTED: 10/14/21

POSITION NO: 242003

CLOSING DATE: 10/27/2021 at 5:00 pm

POSITION TITLE: Program Manager III

DEPARTMENT NAME / WORKSITE: Department for Self Reliance / Window Rock, Arizona

WORK DAYS: Monday to Friday REGULAR FULL TIME:  GRADE/STEP: BQ69A

WORK HOURS: 8 a.m. to 5 p.m. PART TIME:  NO. OF HRS./WK.: \_\_\_\_\_ \$ 69,217.20 PER ANNUM

SENSITIVE  SEASONAL:  DURATION : \_\_\_\_\_ \$ 33.15 PER HOUR

NON-SENSITIVE  TEMPORARY:  \_\_\_\_\_

**DUTIES AND RESPONSIBILITIES:**

POSITION IS PROFESSIONAL AT-WILL. Directly supervises seven Program Supervisor II (PSII) positions to manage and supervise 150 direct service employees to provide Quality Case Management (QCM) from the initial intake to monitoring the progress of each Customer and family to pursue a career path; assures each PSII is working closely with their employees to learn, understand and apply the DSR Pathway to Self Reliance Policies and Procedures; establishes performance criteria and conducts annual appraisals for each PSII. Applies professional case management practice and principles with an emphasis on welfare; applies interviewing and assessment techniques to identify barriers and strategies; knowledgeable of counseling, treatment methods, and crisis intervention; understands and is sensitive to the needs of low income families; develops, recommends, and implements internal case management procedures for the direct services; reviews and evaluates procedures, goals, and objectives for compliance with established rules and regulations; actively participates in the development and implementation of the QCM for direct service employees to apply on a daily basis; regularly monitors each field office's client Work Participation Rate (WPR) activity related to achieving personal and programmatic goals; regularly requires review/audit of client files to ensure case management plans address identified needs and are up to date; analyzes client data to plan for program improvements, necessary revisions and expansion of services; requires comprehensive case management related reports, including but not limited to WPR, outcomes, appeals, etc.

To prevent case management errors/violations, requires the PSII's and direct service employees to develop and implement corrective measures that includes an Individual Performance Improvement Plan (IPIP); receives violation report from the DSR Compliance Section and alerts the PSII's of all violations identified in a case file to be addressed immediately; issues notices to the PSII's on the status of the field office's compliance to address and monitor the sanctions appropriately per the DSR Pathway to Self Reliance Policy Manual and Navajo Nation Personnel Policy Manual; mediates client grievances and facilitates case management/client issues; coordinates with the DSR Finance to assure Customers' financial paperwork for support services is correctly done to increase efficiency and effective delivery of payments to DSR Customers; assures overpayments and underpayments are timely and accurately addressed; assures Transitions, Diversion, and Short Term Non-Recurring Benefits are all prepared and processed properly; assures adult and youth incentives meet eligibility criteria and processed accurately and timely. Coordinates with the DSR Human Resources to develop and offer appropriate onboarding orientations, in-services and training for staff; identifies necessary training for the PSII's and consults on appropriate staff development for direct service employees; assures all IPIPs are monitored by the PSII. Attends and represents the department at tribal, state and federal, private sector organizations, and non-profit organizations to collaborate to provide assistance and resources to the DSR Customers. Collaborates and coordinates with tribal, state and federal, private sector and non-profit organizations to provide necessary services more efficiently and effectively.

**QUALIFICATION REQUIREMENTS: (Education, Experience and Training)**

**Minimum Qualifications:**

- Bachelor's degree in Social Work, Human Services, Psychology, Counseling, or closely related program discipline (*Master's degree preferred*); and seven (7) years program related experience, two (2) years of which must have been in a supervisory capacity; or equivalent combination of education and experience.

**Special Requirements:**

- A favorable background investigation.
- A valid state driver's license. Within ninety (90) days of hire, must obtain a Navajo Nation Vehicle Operator's Permit.
- Within six (6) months of employment, 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: intensive case management; modern principles and practices of program operations, strategic planning, supervision, and personnel management; Navajo Nation, Federal and State laws, regulations, and guidelines governing aspects; tribal operations relative to program responsibilities; financial controls, program analysis and performance measures; program operational activities, mission and client service requirements

SKILL IN: in developing and analyzing program strategic plans, operating systems, procedures and controls, budgets and forecasts; formulating and executing, documents and reports, short and long -term goals and objectives and program performance measures; managing staff and complex internal relationships, maintaining open communication and effective working relationships; providing advice and direction to subordinate managers, supervisors and staff; collection, analysis and evaluation of information to arrive at sound conclusions and recommendations; interpretation and analysis of Navajo Nation, Federal and State guidelines and regulations.

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