

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DSS03916568

DATE POSTED: 11/07/18

POSITION NO: 942167

CLOSING DATE: 11/21/18

POSITION TITLE: Program Supervisor II

DEPARTMENT NAME / WORKSITE: Department for Self Reliance / Gallup, NM

WORK DAYS: Monday to Friday REGULAR FULL TIME: GRADE/STEP: AR65A

WORK HOURS: 8 a.m. to 5 p.m. PART TIME: NO. OF HRS./WK.: _____ \$ 45,385.60 PER ANNUM

SENSITIVE SEASONAL: DURATION : _____ \$ 21.82 PER HOUR

NON-SENSITIVE 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 Social Work, Sociology, Psychology, Human Services, or a related field in Social Services; and three (3) years of program related experience, two (2) years of which must have been in a supervisory or lead capacity.

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 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 have 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 supervisors and staffs. Strong verbal and written communication skills required; must be computer literate and proficient with Microsoft programs.

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