



## Tolowa Dee-ni' Nation Position Description

**Title:** Family Services Program Manager      **Department:** Community & Family Services  
**Class:** Management      **FLSA:** Exempt  
**Status:** Full-time      **Pay Grade:** 7-9 (\$18.15 - \$32.30)  
**Supervisor:** CFS Director      **Subordinates:** Family Services Staff  
**Effective Date:** November 2015      **Grant Funded:** No

### **Position Summary:**

Under the general supervision of the Director of Community & Family Services, the Family Services Program Manager will manage the day-to-day operations and oversee the Family Services Program to ensure smooth functioning of the Family Services Program in all areas to provide quality services to children and families, and to support the goals of the program. The Family Services Program Manager is responsible to ensure adequate systems are in place to maintain the highest quality of services to children and families in compliance with all applicable regulations and performance standards.

All Tolowa Dee-ni' Nation employees are at will employees.

### **Essential Duties and Responsibilities:** include the following.

- Carries out goals, policies, and activities designed to implement program performance standards.
- Participate in the design of internal structures, systems, and policies.
- Develops and maintains specific program policies and procedures to meet federal, state, and local regulations.
- Assist in preparation and monitoring of program funding.
- Ensure consistency in service delivery across program with attention to inclusive practices and integration of component areas; encourage continuous improvement of systems.
- Responsible for program development and implementation, focusing on a family centered approach consistent with the goals and objectives of the program.
- Participate in development of program interagency agreements and contracts.
- Establish and maintain systems to document and track program performance and meet reporting and evaluation deadlines as required.
- Oversee and track the professional development and training plan for staff.
- Completes the 90-day and annual performance evaluations for staff.
- Participate in required TDN meetings and trainings and work cooperatively with all TDN departments.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

**Supervisory Responsibilities:**

Is responsible for the overall direction, coordination, and evaluation of program staff, carrying-out supervisory responsibilities for subordinate staff in accordance with Tolowa Dee-ni' Nation policies and applicable laws. Responsibilities include interviewing, hiring, training, appraising performance of employees. Planning, assigning, and directing work, discipline, addressing complaints, and resolving problems for the employees. Directly supervises CFS Social Workers.

**Minimum Qualifications:**

- Requires a Bachelor of Arts or Science (BA0, (BS) degree in related subject with a minimum of four to six years of related experience or an equivalent combination of education and experience.
- Minimum two (2) of providing social services to clients.
- Knowledge of current issues in the field of social welfare; social services programs including ICWA, child welfare, TANF, family violence, sexual assault and other public welfare programs on the Federal, State, and local level.
- Must have supervisory experience and project management experience including grant management.
- Develops and maintains specific program/project policies and procedures to meet federal, state and local regulations.
- Prepare and monitor all grant reporting, including tracking client services and other grant specific data.
- Working with the CFS Director to plan and develop strategies for sustaining the program, including the preparation of grant proposals, as needed.
- Responsible for program/project development and implementation, focusing on a client centered approach consistent with the goals and objectives of the program.
- Oversee program monitoring to ensure that grant goals, objectives and mandates are on schedule and achieved.
- Submit monthly activity reports to the CFS Director.
- Oversee the development and tracking of professional development for subordinate staff.
- Complete 90-day, annual and other performance evaluations for subordinate staff.
- Facilitates a team approach to management ensuring a favorable work climate and timely completion of all requirements.
- Maintain excellent partnerships with local community partners to further collaborative efforts and improve services to clients.
- Interpret policies rules, and regulations of the agency to applicants, clients, and others within the scope of their responsibility.
- Ensures that home visits and/or court appearances are completed by the appropriate staff.
- Participates in in-service training and other staff development activities to increase knowledge of the social work processes and maintain technical competence.
- Represent the Tribe to various agencies, including, but not limited to: governmental agencies, funding agencies, national organizations, and the general public.
- Knowledge of child development, family dynamics, family problems and stresses of parenting, substance abuse and domestic violence. Understanding of family dysfunction and ability to intervene successfully to improve family functioning.
- Understand and implement safety rules, emergency procedures, and established policies.
- Drive agency vehicle.

- Computer literacy in Microsoft office environment is required.
- Participate in required Tolowa Dee-ni' Nation and CFS meetings and trainings, and work cooperatively with all TDN departments.
- Must submit to and pass a pre-employment drug and alcohol screen.
- Qualified American Indian Preference applies.

**Preferred Knowledge:**

Comprehensive knowledge of the history, culture and organization history of the Tolowa Dee-ni' Nation and the Tolowa people is preferred.

**Language Skills:**

Ability to read, analyze, and interpret technical manuals and government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions, while facilitating group meetings.

**Mathematical Skills:**

Ability to work with mathematical concepts such as probability and statistical inference ability to apply concepts such as fractions, percentages, ratios, and proportions.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Certificates, Licenses, Registrations:**

Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

**Physical Demands:**

While performing the duties of this job the employee is regularly required to sit, use hands and fingers, handle and feel. The employee is frequently required to stand, walk, and ascend and descend steps. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/move 25 pounds.

**Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

**Work Environment:**

Temperature may fluctuate between 50 and 80 degrees Fahrenheit due to open doors and windows. The noise level in the work environment is usually moderate (business office with computers, printers, and light traffic).

**Additional Work Conditions:**

All Tolowa Dee-ni' Nation employees must submit to a background check and abide by all Tribal, federal, and state laws. All employees must comply with Tolowa Dee-ni'

Nation Drug Free Workplace policy and will be subject to pre-employment, random, for-cause, and post-accident drug and alcohol testing.

In compliance with TDN laws and policies, all employees must be in good standing with TDN and its entities. Past employment will also be taken into consideration.

**Acknowledgment:**

I have read this job description and fully understand the requirements set forth therein. I hereby accept this position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

Tolowa Dee-ni' Nation has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all function, responsibilities, skills and abilities. Additional functions and requirements may be assigned by Tolowa Dee-ni' Nation as deemed appropriate. I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself, and that such termination can be made with or without notice.

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_