



**PROGRAM MANAGER  
TRIBAL VICTIM SERVICES PROGRAM  
DEPARTMENT OF PUBLIC SAFETY & EMERGENCY SERVICES**

**REPORTS TO: DIRECTOR  
SALARY/HOURLY RANGE: 56  
FLSA Status: EXEMPT  
VALID DRIVER'S LICENSE REQUIRED**

**INTRODUCTION**

The Program Manager supervises, administers and manages the Tribal Victim Services Program. Oversees all aspects of the day-to-day operation providing a variety of social services and support assistance to victims and others who have been impacted by all crimes. Develops program policies and procedures to ensure implementation of the Tribal Victim Services Program.

Contacts are with victims, tribal programs, allied professionals, village officials/staff, state and federal agencies, and housing landlords and management organizations. The purpose of these contacts is to exchange factual information related to planning and program management/assessments and building mutually beneficial professional relationships.

**ESSENTIAL FUNCTIONS**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

- 1) Develops and implements short-and long-term goals & objectives and program policies & procedures in accordance with applicable laws regulations & objectives; negotiates service agreements and trainings with participating agencies; conducts annual program evaluation to determine program effectiveness, quality of services and appropriateness for targeted population.
- 2) Seeks funding sources for project operations, including federal and private foundations, enhancement and expansion of services. Negotiates agreements, develops policies, procedures and trainings with participating agencies.
- 3) Supervises subordinate staff in order to efficiently complete work; provides instruction, mentoring, coaching & training regarding work assignments, procedures, methods & techniques; develops and reviews performance standards/evaluation; initiates personnel action as necessary.
- 4) Researches, develops and implements training module(s) and protocols for participating agencies; develops or obtains educational material to disseminate to court & law enforcement personnel, the Hopi/Tewa village/communities and related agencies.
- 5) Prepares and submits grant applications, budgets & amendment/modification for program operations, enhancement and expansion of services; oversees compliance with budgetary limitations, and all grant requirements, provides accounting and expenditure control; prepares and submits reports relative to the operation of the program, to the tribe and funding agencies.
- 6) Prepares regular programmatic reports to provide to the grant funding agencies, Director of Public Safety & Emergency Services, Hopi Tribal Council, Hopi Tribal Chairman and Vice-Chairman and other pertinent programs or agencies.
- 7) Develop and maintain a computerized reporting/victim registry system and conducts periodic community needs surveys to assess needs of the target population.
- 8) Develop, implement and manage policies and procedures of a crime victim compensation program, including resource and form development, marketing and outreach to the community and partners, and reporting of activity to appropriate agencies.
- 9) Maintains communication with the Director of Public Safety & Emergency Services, Hopi Tribe Chairman/CEO, Tribal Council, and Law and Order Committee on all decisions affecting the overall strategy and established operational plans of the Hopi Tribe.
- 10) Works with program partners, contractors and other relevant tribal programs and technical assistance providers to identify and implement best practices and effective models in victim services.

- 11) Maintains a professional, positive and effective relationship with internal & external organizations both public & private; provide public presentation to keep community aware of crime victimization on Hopi.
- 12) Performs other related duties as assigned and authorized to achieve Tribal/Program goals & objectives.

### **MINIMUM QUALIFICATIONS**

Education: Bachelor's Degree in Sociology, Counseling, Psychology, Criminal Justice or closely related field;

AND

Experience: Three (3) years work experience in administration & management which includes strict program compliance & reporting and personnel & financial management, of which two (2) years is in supervisory capacity;

OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of modern management principles and practices
- Knowledge of state and federal rules of regulations governing program services for the Hopi Tribal Victim Services Program
- Knowledge of the Hopi Code, the Hopi Tribal Court system, the social and cultural environment of the Hopi Tribe
- Knowledge of tribal, federal & state funding sources, regulation and application processes
- Excellent skill in verbal & written communication for public presentations, preparation of statistical and narrative reports, composing business correspondence, grant/contract proposals
- Skill in organization development & assignment and program planning
- Skill in funds development
- Ability to plan, develop and implement management principles and practices
- Ability to prepare budgets, modifications, grant/contract proposals and reports
- Ability to liaise with various governmental agencies, private business and other representatives
- Ability to analyze & assess systems failures and develop appropriate corrective action
- Ability to supervise, review and assess capabilities and performance of subordinate staff
- Ability to establish and maintain positive professional working relationships with others

### **NECESSARY REQUIREMENTS**

- 1) Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
- 2) Driving is an essential function of this position. Incumbent must have and maintain a driving record which qualifies them for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver's license) and maintain certification to operate tribal vehicles for business purposes.
- 3) Must complete and pass pre-employment screening.
- 4) Must be able to pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.

### **DESIRED REQUIREMENT**

Be versed in the Hopi language sufficient to translate Hopi to English and vice-versa.