



## COMMUNITY HEALTH REPRESENTATIVE MANAGER

Department/Program: Community Health Services  
Reports To: Director, Department of Health & Human Services  
Salary/Hourly Range: 56  
Status: EXEMPT

DRIVER'S LICENSE REQUIRED  
PD Revised: 08/01/2016

### INTRODUCTION:

This position is responsible for directing, managing and supervising a community-based health and social service program and projects for target populations. The work includes varied duties involving related steps, processes or methods regarding the management of administrative operations of the CHR program portion of the 638 IHS Contract.

### KEY DUTIES AND RESPONSIBILITIES:

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

1. Lead, plan, organize and manage program activities; develop, implement and evaluate short- and long term goals & objectives, in compliance with scope of work and funding agency requirements; administers and manages the CHR program portion of the 638 IHS Contract; ensures the contractual data requirements are complete; research, analyze and correct deficiencies to determine office/program direction and goals while maintaining communication with the Department of Hopi Health & Human Services Director.
2. Conduct and administer fiscal operations managing and monitoring grant/contracts programs and facilitates submission of program reports to HDHHS Director & appropriate agencies; prepares and provides written program progress reports to funding agencies; conducts strategic planning sessions throughout each program year; includes budgeting, planning/forecasting, authorizes expenditures and coordinates financial reporting requirements; prepares and administers contract/grant proposals, negotiates and enters into contract agreements, evaluates program effectiveness
3. Interacts with and maintains relationships with appropriate Tribal, Federal and State agency and organization representatives, Tribal legislative and executive officials, Hopi Tribal Council and committee(s) to enhance services; attends and maintains communication with staff, governing boards, program/office supervisors and villages/communities through meetings, conferences, etc.
4. Responsible for staffing includes recruiting process, interviewing process and staff selection; direct, supervise and evaluate staff work performance/activities as required by the Tribes Personnel Policies; takes appropriate personnel action; provide guidance, coaching and mentoring; identifies staff development requirements.
5. Participates in and actively adheres to patient care expectations to attain clinical goals set forth in Manage Care and dictated by the Quality Improvement and Quality Assurance and assists with Performance Improvement audits for compliance, including chart reviews.
6. Develops and implements targeted strategies to improve care coordination for patients with chronic diseases such as diabetes, hypertension and asthma in accordance with established clinical policies and procedures, objectives, quality improvement activities, safety, environmental and infection control standards.
7. Performs other related duties as assigned or authorized to achieve the scope of the work and office/Tribal goals and objectives.

### PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, related agency personnel, Indian Health Service personnel & services, villages, schools, Tribal, Federal and State agencies and organizations. The purpose of these contacts is to exchange factual information related to planning & coordination, build relationships, provide assistance/advisement, and resolve situations by influencing or motivating others who are working toward mutual goals.

### PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work of the incumbent is somewhat physical and is performed in a standard office environment working around office machines/equipment requiring normal safety and out in the field and the community setting. The incumbent is considered a member of the Tribe's professional staff and as such is required to attend meetings, work in the evenings, weekends and holidays when necessary, to accomplish objectives. Travel on and off the reservation is necessary.

**MINIMUM QUALIFICATIONS:**

1. **Required Education, Training and Experience:**

Education: Bachelor's degree in Public Health Administration, Nursing, Health Promotion or closely related field;

AND

Experience: Six (6) year's work experience in administration, management of development of program & staff, contract/grant administration & compliance as it relates to community health services, health education and outreach; of which, two (2) years must be in an actual supervisory capacity;

OR

Any equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties of the position.

2. **Required Knowledge, Skills and Abilities:**

Knowledge:

- Extensive knowledge of establishing goals & objectives and development planning for special needs target population.
- Knowledge of principles and practices of public administration.
- Knowledge of strategic planning, contract writing and negotiation and program evaluation.
- Knowledge of budget and reporting systems, financial controls, department and staff performance methods and measures.
- Knowledge of departmental operational activities, mission and client service requirements.
- Good knowledge of effective leadership, mentorship and supervisory principles, practices and methods conducive to establishing and maintaining a motivated & proactive team.
- Extensive knowledge of methods and techniques for assessment of services.
- Knowledge and respect of the political, cultural, tradition and socio-economic environment of the Hopi Reservation.
- Knowledge in basic clinical Nursing skills.

Skills:

- Excellent verbal and written communication skills.
- Excellent human relationship skills.
- Skill in developing and analyzing strategic plans, operating systems, procedures and controls and budgets.
- Skill in formulating and executing, documents and reports, short- and long-range goals and objectives.
- Excellent skill in managing staff and complex internal relationships, maintaining open communication and effective working relationships.

Abilities:

- Ability to determine objectives and to plan and organize work according to objectives, priorities and deadlines.
- Ability to assess and identify problems and take corrective action.
- Ability to organize, direct and supervise the work of others and positively develop staff capabilities.
- Ability to establish and maintain professional working relationships with Tribal, Federal and State agencies/organizations and others.

**NECESSARY SPECIAL REQUIREMENTS:**

1. Must possess an Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must not have any felony convictions.
4. Must not have been convicted of misdemeanors at the local, state or federal level within the past twelve (12) months of application.
5. Must complete and maintain annual immunization and physical wellness exams.

**DESIRED REQUIREMENT:**

1. Speak and understand the Hopi language.