



## **DIRECTOR**

Department of Social Services

Reports To: Executive Director

Salary/Hourly Range: 68

FLSA Status: EXEMPT

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 02/28/2021

### **INTRODUCTION**

The work requires great degree of complexity, including careful and highly ethical decision making in regard to the social services. The incumbent provides administrative oversight and coordinates with staff to provide services and acts as a principal strategist, planner, manager regarding the effective management and utilization of available related resources. The incumbent is further responsible for providing professional level management oversight, direct and supervision of the major functional units & projects of the department. The work of the incumbent involves varied duties requiring the skillful use of many different and sometimes unrelated processes and methods applied to a broad range of activities and always involving substantial depth of analysis. Assignments are characterized by their breadth and require intensity of effort and often involve several phases being pursued concurrently or sequentially with the support of others within or outside of the organization. Decisions regarding what needs to be done include largely undefined issues and elements, requiring extensive searching and analysis to understand & determine the nature of and the scope of the problems and alternative recommended solutions. The incumbent is responsible and accountable to the Executive Director for the development and implementation of department administrative operational plans. The incumbent works under the general day-to day-oversight and supervision of the Executive Director who sets the overall objectives and determines and assigns available resources. The incumbent in consultation with the supervisor develops policies projects, priorities, deadlines and works standards to guide the pursuit of Tribal/Department objectives. The incumbent is responsible for planning and carrying out the assignments independently, resolving conflicts, which may arise. Completed work is reviewed from an overall stand point in terms of feasibility, compatibility and effectiveness in achieving expected results.

### **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. Oversees the functional units (programs/projects) under the department, providing leadership vision and strategic direction in the development and implementation of strategic operational plans, goals & objectives quality & regulatory standards, administrative policies & protocols, and maintenance & control of essential business, communication, informational and operational support systems & resources pertaining to the Social Services management of the Hopi Tribe. Maintains close communication and working relationship with the Executive Director (Supervisor) on decisions affecting the overall strategy and established operational plans of the Hopi Tribe.
2. Develops and periodically review and revise the organization mission & strategy for the department. Establish and maintain an effective organization structure and staffing plan. Refers other proposed structural changes to the Executive Director for further review & assessment with specific rationale and recommendations.
3. Conducts surveys, studies, research, etc. to analyze assess and respond to the identified tribal & community needs regarding Social Services management; conducts meeting with other department heads to disseminate information and/or solicit input on program. Conducts management team & program staff meetings to discuss progress, problems & solutions, barriers & opportunities to enhance/improve services.
4. Collaborates & works cooperatively with other Social Services management agencies & organizations both public & private. Establish, implement & maintain an effective management/service network & linkage systems with other agencies/organization i.e., cooperative management agreement, case referral systems, intelligence & equipment sharing agreements etc.
5. Conducts evaluations and assessments of departmental & project activities to determine compliance with applicable Federal, State & Tribal laws, rules & regulations, policies & procedures etc. and to ensure project outcomes meet tribal goals & objectives and specified quality standards.
6. Develops and implements administrative policies & procedures & protocols to ensure projections, effective & management of financial business and administrative services/transactions which enhances quality service & work projections and adherence to established management policies, procedures & practices.

7. Supervise and coordinate activities of professional and para-professional staff; develops reviews and evaluates clinical performance standards with staff; provides in services training and directs staff development programs; assists staff member through individual and group conferences in analyzing case problems and in improving tier diagnostic and helping skills. Facilities appropriate licensure and or certification of other program staff including Child and Family Team Certification.
8. Supervise clinical/ social services, individual group, and/or family reunifications, counseling, therapy, substance abuse prevention services. Provides professional clinical social work services and supervision which involves the application of standard and generally accepted psychological and social work services and supervision which involves the application of standard and generally accepted psychological and social work principles, theories, methods and techniques; conducts psychological or substance abuse tests allowed to be performed by a non-psychologist within an accepted degree or level of experience by the test authors.
9. Reviews and clinically supervises suspected case of child abuse: case of neglect or minors in need of care; placement, monitoring, supervision, discharge planning and aftercare of minors in foster homes, relative placements, shelter cares, treatment centers or other referrals/ needs assessments. Represents Hopi Social Services in collaborating with the Hopi Tribal Courts or other jurisdictional courts, and coordinates services and advocates on behalf of child welfare clients.
10. Develops and submits funding proposal for new projects or for enhancement of existing functions & services; and establish & maintain budgets/expenditure accounts (includes budget modifications/amendments and fund obligations/expenditure projections, etc.) for funds acquired. Generate operational and project management reports ensuring accurate, complete and timely submission of required reports.
11. Ensures that the Hopi Tribal Council/Task Teams and its officers are kept fully informed of the conditions and progress of planning activities and departmental operations including all important factors influencing them; and provide professional advice and guidance on matters of importance.
12. Performs other related duties as assigned or authorized by the Executive Director, Hopi Tribal Council/Task Teams and/or Legislative Officers in order to meet Tribal objectives.

**PERSONAL CONTACTS**

The incumbent maintains frequent contact with the department's administration staff, other Tribal office department directions & supervisors, and occasional contact with Tribal Chairman/CEO, Hopi Tribal Council/Task Team, tribal & village officials/staff, other public/private organizations/personnel, the general public and funding agency representatives. The purpose of the contacts is to exchange information related to planning, coordination & project management/assessment, and building mutually beneficial professional relationships.

**PHYSICAL EFFORT & ENVIRONMENTAL FACTORS**

The work of the incumbent is mostly sedentary and performed in a standard office environment. The incumbent is considered a member of the Tribe's professional staff and as such is required to work or attend meetings in the evenings and weekends when necessary to accomplish objectives. Moderate travel by automobile on and off the Hopi reservation and occasional travel by commercial airline transport vehicles is required.

**MINIMUM QUALIFICATIONS**

Education: Master's Degree in Public Health, Social Work, or related field;

AND

Experience: Eight (8) years of professional planning & management experience administering management systems applicable to Social Services i.e., program planning, & evaluation, grant proposal writing, contract administration, human & financial resources management, coordinating telecommunications & computer network system, etc.

OR

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

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

- Working knowledge of social work methods, theory principles, ethics and supervision.
- Knowledge of counseling theory and methods, assessment and referral services.
- Knowledge of the political, cultural and socio-economic environment of the Hopi Tribe.
- Knowledge of project planning, budgeting and administration.
- Extensive knowledge of Social Services development planning & management including principles, practices & techniques and applicable regulations.
- Good knowledge of federal & state laws & regulations governing Social Services.
- Good knowledge of human resources, financial, facilities & risk prevention management principles, practices and administrative procedures.
- Good knowledge of automated management systems and associated hardware/software technology applicable to Social Services.
- Good knowledge of tribal, federal & state funding sources regulations and application processes.
- Good knowledge of effective leadership mentorship and supervisory principles, practices, methods, techniques, etc., conducive to establishing and maintaining a motivated & proactive management team.
- Excellent management & administrative skills including organizational development & assessment, project planning & administration, supervision, etc.
- Excellent skills in utilizing state of-art technology applicable to planning and project management i.e., equipment, software, etc.
- Effective interpersonal relations skills to motivate staff and to negotiate with outside agency representatives.
- Excellent customer service and public relations skills.
- Verbal and written communications skills to conduct public presentations, preparation of statistical and narrative reports, composing business correspondence, grant/contract proposals.
- Ability to plan, develop, implement and administer management systems and to determine the cost effectiveness and utilization of alternative processes.
- Ability to liaise with various governmental agencies, private businesses, industry and Tribal programs/courts.
- Ability to plan, organize and accomplish work in accordance with establish objectives, priorities and timelines; and to interpret the purpose/intent of objectives, rules & regulations, etc.
- Ability to analyze & assess systems failures and develop appropriate corrective action measures.
- Ability to conduct research and develop logical and practical administrative policies & procedures.
- Ability to establish and maintain an effective, positive & professional working relationship with staff and others.
- Ability to review and assess capabilities and performance of subordinate staff taking appropriate action to maximize effectiveness and efficiency.
- Ability to manage multiple and multi-component projects simultaneously.

### **NECESSARY SPECIAL 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. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
- 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 criminal misdemeanors at the local, state, or federal level within five (5) years of application.

### **DESIRED QUALIFICATIONS**

Speak and understand the Hopi language.