

THE HOPI TRIBE
HOPI GUIDANCE CENTER/T.A.N.F.

FAMILY ASSISTANCE SUPERVISOR

INTRODUCTION: This position is responsible for administrative duties of the Hopi Tribe's Temporary Assistance to Needy Families (T.A.N.F.) Program in support of the Hopi Guidance Center. The incumbent performs duties of considerable difficulty and complexity requiring knowledge and skill in management, human/public relations, supervision, applicable laws & regulations and policies & procedures.

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

1. Oversees the daily administration of the TANF program, handles routine administrative matters, interprets policies and regulations and advises staff on complex issues. Directs, instructs, and provides technical assistance & guidance for staff regarding work methods and processes.
2. Establish linkages with other service providers and coordinates services with appropriate agencies in relationship to the Family Assistance Program and job training for T.A.N.F. clients.
3. Provides guidance to staff engaged in assessing program applicant's eligibility for enrollment and services.
4. Keeps staff abreast of changes and revisions to contract policies and assures that changes are implemented to comply with directives.
5. Prepares and submits client activity and program narrative and statistical reports to the supervisor for submittal to the appropriate funding agency(ies).
6. Establishes performance plans for subordinate staff and evaluates them on a quarterly and annual basis; initiates personnel actions as necessary; provides related on-going training to staff.
7. Attends staff meetings, trainings, seminars and conferences as assigned.
8. Performs other related duties as assigned and authorized by the supervisor to meet program goals and objectives.

COMPLEXITY: The work consists of duties involving different and unrelated processes and methods. Decisions depend upon the analysis of the subject; phase or issues involved in each assignment and the chosen course of action in compliance with contract requirements and management policies of the Hopi Tribe.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the Program Director. The incumbent sets the overall objectives and resources available. The Supervisor and incumbent, in consultation, develop projects, results expected and timelines. The incumbent is responsible for planning and carrying out assignments, resolving most conflicts that arise and coordinates the work with others as necessary. The Supervisor is kept informed of progress and any potentially controversial matters. Completed work is evaluated for technical

soundness, conformance to management policies, meetings, timelines and expected performance standards/results.

PERSONAL CONTACTS: Contacts are with employees within/outside the immediate work area, clients, state, federal and local agency representatives and the general public. The purpose of these contacts is to exchange factual information/data, provide technical assistance, coordinate work efforts and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work is mostly sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. Some situations will expose the incumbent to hostile contacts. Occasional travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

A. Education : Bachelor's Degree in Sociology, Psychology, or other human resource management or related field emphasizing family/human services;

AND

B. Experience : Four (4) years work experience implementing and managing services programs for families, which includes supervisory and report writing experience;

OR

C. 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:

A. Knowledge : Thorough knowledge of tribal, state and federal laws and regulations pertaining to public assistance programs

Fundamental knowledge of resources available in the surrounding community

Knowledge of policies and procedures for work programs and public eligibility processes

Knowledge of the State's JAZ System

Knowledge of the State's AZTECS computer systems

B. Skills : Planning and management skills

Skill in operating the state's AZTEC computer systems

Good supervisory and human/public relations skills

Excellent case evaluation and decision making skills

Excellent interviewing skills

Verbal and written communications skills to compose correspondence, reports and give public representations

C. Abilities : Ability to conduct interviews with impartiality

Ability to train and reinforce complex program policies, procedures and regulations

Ability to maintain strict confidentiality

Ability to operate a microcomputer and basic office machines/equipment

Ability to establish and maintain professional working relationships with others

NECESSARY SPECIAL REQUIREMENTS:

1. Possess valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course
2. Complete/pass a background investigation and fingerprint check.
3. Must maintain confidentiality.

DESIRED REQUIREMENT:

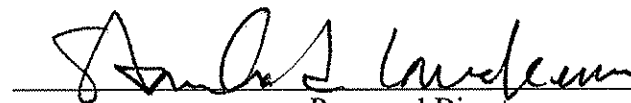
1. Speak and understand the Hopi language to translate Hopi to English and vice-versa.

REVIEWED BY:


Department/Office Hiring Authority

8/17/01
Date

APPROVED BY:


Personnel Director

9.21.01
Date