

Little Traverse Bay Bands of Odawa Indians

Job Description

Job Title: Social Services Program Manager
Department: Human Services
Reports To: Human Services Director
FLSA: Exempt
Salary Range: \$40,217-52,489
Level: 6

SUMMARY

This professional position manages staff of the Social Services Program through direct supervision, leadership and guidance in consultation with the Department Director. This position will be responsible for all adult and child welfare case management directly or indirectly through supervision of subordinate staff and will be responsible for the overall direction, coordination, evaluation and success of the Program. The Social Services Program Manager will ensure compliance with court orders, service plans, applicable grants, policies, procedures and protocols. This position will collaborate with other LTBB Executive departments and programs as well as other branches of LTBB government regarding adult and child welfare matters for the purpose of developing and implementing Program goals and direct services. This position will serve as the liaison to the Child Welfare Commission.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assume primary responsibility for the Social Services Program.
- Address Social Services Program complaints and resolve issues.
- Review and manage the preparation and maintenance of necessary reports, including applicable grants, necessary to carry out the functions of the Program.
- Supervise and coordinate responsibilities of Social Services Program/tribal social workers for the purpose of service provision for child welfare, adult welfare, foster care/adoption, family preservation and ICWA case monitoring.
- Assign, investigate, assess and follow up on complaints of abuse or neglect issues, as well as provide case management and monitor services indicated through court orders and case service plans.
- Maintain appropriate documentation of child and adult welfare matters through casefiles and database as well as oversee the sharing of information as allowed under applicable laws.
- Assist tribal social workers with individual and group conferences in analyzing case challenges and work to improve social services diagnostic, empowerment and helping skills.
- Review and update forms and casefiles for compliance with BIA, In-Home Care, Indian Child Welfare Act, Michigan Indian Family Preservation Act and other relevant laws, grants and policies as they pertain to adult and child welfare.
- Assist with hiring of social workers and review and evaluate performance of Social Services Program staff/tribal social workers. Recommend necessary action for performance improvement or necessary discipline in consultation with the Department Director.
- Develop child and adult welfare programs, policies, procedures, protocols and forms.
- Act as liaison from the Department to the Child Welfare Commission as indicated in applicable statute and policy.
- Coach, mentor and develop staff including hiring and ongoing professional development of Program staff.
- Develop and implement emergency on call schedule for the Department to address emergency social services issues.

- Provide crisis intervention and referral services during business hours or non-traditional hours. (i.e. nights/weekends/holidays).
- Manage enrollment eligibility requests and follow up as necessary to determine case status.
- Maintain caseload lists and conduct case management consultation.
- Testify in court on the progress of and services provided to children, adults and families and make recommendations regarding such.
- Evaluate client's needs, make appropriate referrals and assist tribal members in obtaining necessary services from local, county, state or private agencies.
- Transport clients as necessary and appropriate in keeping with goals of the Program.
- Network with other professionals and non-professionals for the purpose of providing intervention and prevention services for the purpose of strengthening individuals and families.
- Conduct and adjudicate background checks for volunteers, interns, child care providers and foster care licensing.
- Conduct home studies and assessments for foster care licensing and maintenance as outlined in applicable regulations.
- Act as second in command in the absence of the Department Director.
- Other duties as assigned

EDUCATION AND EXPERIENCE

Minimum of Bachelor's degree in Social Work or Human Services with at least three years working in tribal human services field required. Master's degree or actively working toward a master's degree in a related field preferred. A minimum of three years of experience with tribal child and adult welfare case management required. Three years of experience supervising two or more employees. Excellent work history required.

OTHER ESSENTIAL SKILLS AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must be familiar with Indian Child Welfare Act, LTBB Child Welfare Commission Statute, LTBB Department of Human Services Statute and LTBB Child Protection Code. Cultural sensitivity is required. Have experience with computers for the purpose of composing reports, and entering, maintaining and extracting data. Must have knowledge of and experience with home-based family preservation models. Experience working with individuals, families, and elders at risk for abuse/neglect required. Must have demonstrated proficiency with the Indian Child Welfare Act and be knowledgeable of applicable jurisdiction issues. Must demonstrate excellent written and verbal communication skills. Experience working with the Little Traverse Bay Bands community preferred.

Ability to read, analyze, and interpret, professional journals, technical procedures, laws, regulations and policies. Ability to create and implement policy. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from clients, staff and the general public. Ability to draft and present applicable and appropriate training.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess valid driver's license, be insurable, and have reliable transportation at all times. Individual must be able to pass a criminal background investigation.

COMMENTS

Indian Preference will apply.