

**PUEBLO OF LAGUNA  
JOB ANNOUNCEMENT NO. 2021-108**

**OPEN TO IN-HOUSE and EXTERNAL APPLICANTS**

<b>POSITION:</b>	<b>Social Services Program Manager</b>
<b>OPENING DATE:</b>	<b>March 7, 2022</b>
<b>CLOSING DATE:</b>	<b>March 21, 2022</b>
<b>DEPARTMENT:</b>	<b>Community Health &amp; Wellness / Social Services</b>
<b>SALARY RANGE:</b>	<b>E-15; \$49,442 - \$74,152</b>

**Position Summary:**

Under general direction of the Behavioral Health Program Manager, accomplishes strategic objectives by planning, organizing, and supervising functions required to operate and maintain program activities. Ensures protective services of children and elderly in accordance with Bureau of Indian Affairs (BIA), 25 Code of Federal Regulations (CFR), Indian Child Welfare Act (ICWA) and tribal ordinances. Maintains confidentiality of all privileged information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential Duties & Responsibilities:**

- Develops a strategic plan for carrying out program functions.
- Establishes, implements, and communicates goals, objectives, policies, and procedures in accordance with strategic plan.
- Identifies short-term and long-range issues and goals; provides information and commentary pertinent to deliberations; recommends options and courses of actions; implements directives.
- Develops and updates program standard operating policies and procedures.
- Develops, monitors, and maintains program budgets.
- Plans, develops, and implements strategies for generating resources or funds.
- Coaches, counsels, and trains staff to improve effectiveness. Recommends disciplinary action for employees.
- Plans, delegates, monitors, and appraises job tasks and results in a timely manner.
- Hosts regular staff meetings to ensure communication among personnel regarding program-related activities.
- Ensures the training of staff on records management software.
- Ensures compliance with BIA, 25 CFR, ICWA and other child and adult protection laws.
- Represents the department and the Pueblo to external agencies, organizations, and individuals in all matters regarding Social Services, and establishes solid relationships with programs of common interests.
- Conducts annual Social Services Program evaluation and assessments of program components and staff according to established policies, procedures, and regulations.
- Generates, creates, submits, and presents reports regarding program activities.
- Develops and disseminates public information and education programs regarding the Program's services.
- Manages extreme cases of child abuse, elderly abuse, neglect, or endangerment.
- Obtains CPR and First Aid Certification within three months of hire; maintains certifications throughout employment.
- Maintains professional and technical knowledge by attending relevant training and workshops, and conferring with representatives of contracting agencies and related organizations.
- Contributes to a team effort and makes individual effort to support Workforce Excellence concepts and values.
- Ensures the implementation of overall program scope of work.
- Performs other duties as required.

**Minimum Qualifications:**

Bachelor's degree in psychology, behavioral health, social work, or related field required. Ten (10) years of progressive work experience in a human services or social services field required. Five (5) years of supervisory/managerial experience in a clinical and programmatic position required. Master's degree in social work, psychology, or behavioral health related field preferred. Valid CPR and First Aid Certifications preferred. Fluency in the Laguna language preferred.

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**Background Investigation Requirements:**

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Social Services Program Manager is designated as a High Risk Public Trust (HRT) position.

Type of Background Check	Required
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other:	

**Knowledge, Skills, Abilities, and Certifications:**

- Knowledge of applicable laws, regulations, and requirements, including the Laguna Children’s Code, Pueblo of Laguna Constitution, and Laguna Criminal Code.
- Knowledge of the Pueblo’s judicial system.
- Knowledge of the effects and consequences of abuse and neglect.
- Knowledge of case management and crisis intervention.
- Knowledge of records management procedures.
- Knowledge of proper spelling, grammar, and punctuation, and math sufficient to carry out duties.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interpret applicable laws, regulations, requirements, ordinances, and legislation.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to work effectively with individuals and demonstrate leadership and team-building skills with empathy and enthusiasm.
- Ability to work within a highly complex and structured environment while maintaining a creative and flexible problem-solving approach with clients.
- Ability to maintain confidentiality and to demonstrate moral character.
- Ability to analyze situations and adopt appropriate courses of action; define problems, collect data, establish facts, and draw valid conclusions.
- Ability to work independently and meet strict time lines.
- Ability to make solid decisions and exercise independent judgment; make effective decisions in emergency situations.
- Ability to be persuasive and tactful in controversial situations.
- Ability to identify and secure alternative funding or revenue sources.
- Ability to work extended hours and various work schedules, and on a rotational 24-hour on-call basis.
- Ability to demonstrate operational efficiency, and develop processes for quality assurances and improvements.
- Ability to prepare accurate and legible reports and draft legal memoranda; create and present detailed, accurate, and objective presentations.
- Ability to integrate training, experience, and common sense sufficient to identify potentially dangerous situations, make effective logical decisions, and exercise the appropriate measure of tact to resolve situation.
- Ability to accept the dangers and stresses, regimentation, discipline, and time demands of working with children and families involved in abuse and neglect situations.
- Skill in computer use, including Word, Excel, Outlook, and software unique to program.
- Skill in conducting interviews, individual and group counseling and coaching sessions with empathy and enthusiasm.
- Skill in preparation of project time lines and staffing plans.
- Skill in preparing reports and correspondence.

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- Skill in budget preparation and administration.
- Skill in preparing, reviewing, and analyzing operational and financial reports.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.
- Skill in assessing and identifying potential issues of concern in on-going projects and developing a plan/and or action steps for resolution.

### **Application Instructions:**

- Go to [www.lagunapueblo-nsn.gov](http://www.lagunapueblo-nsn.gov) and click on Employment Opportunities for application instructions and application form. **Read instructions prior to completing application form; incomplete applications will not be considered.** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
  1. E-mail to [polemployment@pol-nsn.gov](mailto:polemployment@pol-nsn.gov);
  2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026
  3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
  4. Fax to (505) 552-9675
- For more information, contact Clarice Chavez, at (505) 552-5785 or by e-mail at the above address.

**LAGUNA TRIBAL MEMBER PREFERENCE APPLIES**