



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	101-1400-001	Last Revised:	03/14/2016
Position Title:	Program Manager, Heart to Heart Child Advocacy Center	Department:	Heart to Heart Child Advocacy
Reports to:	Chief of Police	Division:	Public Safety

Primary Function: Responsible for the overall operations, personnel, scheduling and training needed to run a nationally recognized child advocacy program. Plans, develops, coordinates and directs the overall operations of the Heart-to-Heart Child Advocacy Center (hereinafter "the Center") according to established goals, objectives, policies and procedures.

- Job Duties and Responsibilities:**
- Organizes and facilitates the overall operation of the Heart-to-Heart Child Advocacy Center.
 - Assures that investigations of child sexual abuse, physical assault or child neglect conducted by the Centers Criminal Investigator are conducted consistent with the goals and policies of the Center.
 - Directs the implementation of plans and procedures to assure consistency with established policies of the Center.
 - Formulates and makes recommendations to staff concerning the best interest and privacy of the children and parents.
 - Responsible for active membership on the Child Protection Team.
 - Establishes policies and guidelines for cases involving children ages birth to 12 years of age.
 - Identifies family strengths and weaknesses to assess whether intervention must occur and nature of intervention.
 - Utilizes knowledge of state law and indicators of physical, sexual, and emotional abuse/neglect to determine need for continued protective services.
 - Observes the physical environment of home, appearance of the children, and their interactions with parents and siblings.
 - Interviews children using drawings, tape recorders, anatomical dolls, and video equipment as tools to help elicit information.
 - Coordinates with the Criminal Investigator to assure that a complete, systematic, and thorough investigation of each case assigned.
 - Appears as a witness in cases before federal, state and tribal courts for prosecution of violations of laws, ordinances, or regulations on Indian lands, or involving Indians or Indian and government property.
 - Reviews reports for presentation of findings in clear, logical, impartial, and properly documented for case referral to the FBI and US Attorney.
 - Assists state, local agencies, Department of Social Services, Swain County Sheriff's Department, Jackson County Sheriff's Department, Federal Bureau of Investigation, US Marshall, and US Attorney's Office in any way needed.
 - Ensures that all sexual offenders who have been convicted and released from prison adhere to Ordinance 122 (Ordinance for Sexual Offenders Registration); which states they must be registered with the Police Department, fingerprinted, photographed, etc.
 - Responsible for the assessment of all cases for referral purposes.
 - Must complete approximately 40 hours of Child Abuse training per year.
 - Responsible for the day-to-day operations of the Heart-to-Heart Child Advocacy Center administrative functions and personnel.

- Prepares and oversees the annual budget or other funding for the Child Advocacy Center. Seeks alternate funding sources and directs other fund raising activities for the Center.
- Oversees the development to policies and procedures for the program.
- Ensures that a child abuse cases are appropriately staffed out according to established program policies.
- Coordinates and approves purchases of necessary equipment.
- Reviews job descriptions and performs annual evaluations. Counsels employees concerning employment matters when needed. Maintains personnel files on employees.
- Monitors selection and appropriate education of staff members to assure compliance with current trends in program specific educational opportunities where culturally appropriate.
- Ensures representation on appropriate boards and committees.
- Informs Public Safety Director of operations, activities, and other situations through appropriate communication.
- Promotes program functions and goals through public presentations to organizations, civic clubs, schools, etc.
- Performs job duties according to established safety guidelines and tribal policies.
- Performs other duties as assigned.

**Education
/Experience:**

A B.S. degree in Criminal Justice, Social Work, or related field is preferred. Previous work experience in similar management position of at least 5 years with an equivalent combination of education, training, and related experience in lieu of B.S. degree is acceptable. Child Abuse training is required. Must have at least 3 years experience in program budget management, supervision of personnel, and knowledge of law enforcement functions. Must possess a valid NC driver's license. Six to twelve months would be required to become proficient in the job.

Job Knowledge:

- Must stay current with the programmatic design and goals, safety of victims, personnel and substantive aspects of child advocacy programs.
- Must be highly organized and able to plan, organize, supervise, and direct the operations of the Child Advocacy Center.
- Must be able to direct and delegate responsibilities.
- Must be able to articulate information as needed to the Chief and Tribal Council, as well as to individuals, community groups and others.
- Must have a thorough knowledge of Federal, State, and Tribal laws to provide overall direction for the Child Advocacy Center.
- Requires the ability to analyze reports for referrals and placement of the children.
- Requires training and experience for counseling of parents and children, on a daily basis.
- Must have technical knowledge in: (1) coordinating law enforcement activities in the protection of and safeguarding of lives and property of Indians; (2) criminal investigations where it is imperative that incumbent be thoroughly cognizant of complex jurisdiction, authority, and detention processes, services, and administration thereof; and (3) cultural influences of Indians.
- Must have knowledge of law enforcement principles and parties and their application in the administration of an effective response to child abuse on Indian reservations.
- Must have knowledge of budget, personnel management, procurement, and other managerial activities.
- Must have the ability to secure cooperative relationships to deal effectively with federal, state, county, municipal, and tribal authorities.
- Must be knowledgeable of services that can be made available to victims of children and their families.
- Must be competent in reviewing and interpreting the investigation processes concerning alleged or suspected violations of federal and Indian law, which are characteristically diversified, complex, and concern questions of jurisdiction, authority, and juridical processes.

- Must have the ability to interpret and determine applicability of laws, rules, and regulations and the ability to explain legal requirements involving many complexities in law and jurisdiction; requiring finesse, diplomacy, and extreme sensitivity to the issues at hand.
- Must possess a working knowledge of North Carolina state and tribal law governing the rights of American Indian children and their families.
- Must have the ability to communicate effectively, both in writing and verbally, including public speaking.
- Must know EBCI personnel policies and procedures.
- Ensures representation on appropriate boards and committees.

Complexity of Duties:

The Manager will have multiple projects to pursue simultaneously while overseeing a staff of 3 FTE's and coordinating program efforts with the Child Abuse Criminal Investigator. The Manager must possess considerable expertise in the administration of a child sexual abuse and neglect program, and will therefore, be responsible for exercising considerable judgment in the programs implementation. Tribal, Federal and State laws must be followed by Center staff when staffing cases involving children. Requires creative and independent thinking to be successful in working with children, staff, and the Department of Social Services from surrounding counties, writing and amending tribal law and policies, enforcing and protecting the privacy of the children and families, requiring employees to be professionally trained, and skilled, to deal effectively with trauma victims and their families. Tasks are varied and often require resourcefulness and initiative to be successful. Critical thinking and the ability to scrutinize are required in performing evaluations.

Contact with Others:

The Manager will have extensive contact with tribal, federal and/or state law enforcement personnel; victims, perpetrators, witnesses, governmental officials, US Attorney, Tribal Prosecutor, Dept of Social Services workers, and family members of victims for the purpose of gathering and exchanging information. The Manager must demonstrate considerable professionalism, tact, sensitivity and authority in all contacts, some of which will severe anger, shock, and hostility of parents who have been separated from their children without assuming personal responsibility for that person's feelings. Likewise, children with trauma of separation will be allowed to express anger and hurt and by providing a safe, secure environment.

Contacts on Indian reservations involve unique complex problems of cooperative relationships in order to prevent, solve, and resolve jurisdictional problems. Contacts are also made to coordinate and develop work efforts with other agency branches, resolve technical and procedural problems, coordinate protection efforts, and to coordinate procedures with tribal, federal, state and county law enforcement agencies; to monitor law enforcement efforts; and to plan coordinate law enforcement training activities and detention service.

Confidential Data:

The Manager will be involved on a daily basis with sensitive data such as evidence, names of minors, crime scene information, details of crime, etc., which are considered confidential. The leaking of such details may jeopardize or hinder the investigation of a crime, or the conviction of a criminal, and endanger the lives of individuals, in addition to, sensitive personnel and fiscal information. A significant amount of discretion is use of this information is required. Access to personnel files, payroll, budget information and management discussions are governed by tribal confidentiality policies and guidelines. Adherence to confidentiality policies and guidelines is required.

Mental /Visual /Physical Effort:

Concentration varies from slight to intensive. High levels of concentration are required during investigations, preparation of reports, dealing with suspects, and while making arrests. Since the duties of the position are exacting and involve performing activities under trying conditions, incumbent must possess emotional and mental stability. Subject to being on-call 24-hours a day,

seven days a week, and is required to perform duties involving walking, running, standing, personal risk, and exposure to all kinds of weather. Must participate in rigorous physical training and must be physically fit.

Environment:

As a salaried position, the Manager may be required to work when administrative leave is granted. Majority of work is performed in an office setting with occasional visits to client's homes, other agency offices, court, and travel to Detention facilities.

Extent of Supervision:

The Heart to Heart Child Advocacy Manager is directly responsible for budget, policy development, personnel actions, and funding alternatives. Coordination with other programs on cases involving child abuse and neglect are high priorities. This position has overall management and supervisory responsibilities for all facilities, equipment, various program activities, and associated personnel. Responsible for daily operation of Child Advocacy program.

Scope of Supervision:

Responsible for the direct daily supervision of 7 employees and the overall supervision of program efforts including coordination with the Child Abuse Criminal Investigator involving abused or neglected children.

Supervision Received:

The Operations Division Director of Public Safety will provide fiscal and management oversight, but the manager must be able to function with a minimum of direct supervision.

Responsibility for Accuracy:

Accuracy is necessary for the fiscal operations. In addition, the Manager will need to ensure the safety of children victimized by crime and in some cases, their families. While the Operations Division provides fiscal oversight and other tribal divisions (e.g. Legal, Finance, etc.) will also be resources, it is the responsibility of the Manager to ensure compliance with all codes and regulations. Most administrative errors would be detected with proofing and review procedures.