



Eastern Band of Cherokee Indians

Job Description

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| Position ID Number: | 903114004 | Last Revised: | 5/23/18 |
| Position Title: | Family Safety Manager | Department: | Human Services |
| Reports to: | Human Services Director | Division: | PHHS |

Primary Function:

The Family Safety Manager is a senior leadership position within Public Health and Human Services and is responsible for administering the Eastern Band of Cherokee Indians Family Safety Program executing all authority as defined in Chapters 130A and 7B of the Cherokee Code, which includes but is not limited to, all matters related to foster care, adoption, guardianship, and/or out of home placement for all persons under the age of 18 within the Division's service area; child welfare services that include prevention services such as family support, family preservation, and family reunification; protective services for children and adults; foster care licensing; supervision of Tribally licensed foster homes; Indian Child Welfare Act (ICWA) work; and the expansion and growth of the Family Safety Program.

This leadership position assumes huge liability on behalf of the EBCI for executing all Tribal laws, federal compliance standards, and state mandates for child and adult welfare. The Family Safety Manager manages the Tribe's Adoption Program, Foster Care Program, all Indian Child Welfare (ICWA) activities and mandates, and Adult Protective Services. Manages and ensures compliance to federal, state, and Tribal laws and regulations regarding placement of all children in the EBCI's custody, and various programs directed at creating safe, stable, and nurturing families. The provision of direct and indirect casework for adults and their families, requiring protective services, focusing on the best interests and protection of the vulnerable adult and the safeguarding of the adults' cultural identify and larger relationship to the Eastern Band of Cherokee Indians (EBCI) is also a requirement of this position.

The Manager analyzes and plans a complex and diversified annual work program; translates the work program into a detailed and complex annual budget request, monitors and control approved budgetary expenditures; hires, manages, and evaluates the job performance of personnel; administers personnel actions; and discharges employees as necessary; develops and implements departmental policies and procedures; develops and maintains community support through a variety of community relations activities, and provides administrative support to the Family Safety Advisory Board.

The incumbent will use internal audits and evaluation tools to identify areas in need of improvements to ensure that services are operating at the highest level of effectiveness and efficiency. The incumbent will be responsible for the recruitment, hiring, and training of staff. The Manager will represent the Family Safety Program within the Tribal community, on community-wide committees, and as a liaison on behalf of the Human Services Program with organizations and agencies beyond the Tribal community (i.e. county, state, federal agencies). Interested candidates must demonstrate a willingness to accept additional responsibilities that may be assigned by Tribal Executives.

The incumbent will report to the Human Services Director and will work with the Director to ensure that the goals, programs and policies of the Eastern Band of Cherokee Indians (EBCI) are implemented within the Human Services arena and in compliance with tribal, regional, state (as applicable), and federal laws. This position requires an individual who can

understand and evaluate data and information from a variety of sources. The employee will be working with the community and other program leaders; therefore he/she must possess strong communication skills, particularly the ability to speak and write clearly. Public speaking experience is also beneficial. The incumbent must be able to motivate and lead the respective service program directors and inspire workers to effectively set the direction of the programs. The position requires an individual with experience in administering budgets and managing personnel. The position requires an individual who is accessible and visible and who will reflect the Tribe's commitment to self-determination and the needs of its members.

Job Duties and Responsibilities:

- Oversees budget and management of resources; provides input and recommendations for departmental and division budget to fund existing and new programs and services; oversees and monitors costs to ensure compliance with approved budget; and submits annual budgetary requests and recommendations to Human Services Director based on program needs
- Manage and perform a variety of social casework functions, including the investigation, supervision, placement, and care of vulnerable adults and children and other adult and child welfare cases through routine or emergency referrals.
- Responsible for assisting staff to ascertain the facts of the case, the extent of the abuse or neglect, and the risk of harm to juvenile/adult, in order to determine whether protective services should be provided, or the complaint filed as a petition
- Responsible for ensuring staff provides prompt and thorough investigations when a report of abuse, neglect, or dependency is received by the department
- Responsible for extensive court reports and associated legal documents; testify in court; assist attorneys in the preparation of court actions; coordinate service of subpoenas; responding to inquiries regarding court actions
- Supervises staff that transports clients to protective facilities, appearances in court, scheduled appointments, and for other authorized purposes and may be required to complete these tasks themselves as needed
- Evaluates compliance with court orders
- Evaluates the suitability of placements
- Directs staff to administer and processes court-ordered drug tests and may complete these tasks as needed
- Manages all Indian Child Welfare Act activities and ensures compliance with Federal Indian Child Welfare Law
- Ability to deal with families and the public who may not agree with the law, rules or policy of the process
- Ability to use advanced case management interview techniques to establish a supportive casework relationship and to involve families in a joint assessment of the initial need for services.
- Ability to quickly assess environment during daytime hours, after dark and in high crime neighborhoods
- Ability to provide written documentation in case records.
- Ability to provide expert resolution skills in negotiation of most complex cases.
- Ability to analyze child developmental/adult safety issues in relationship to risk factors.
- Ability to analyze situations as to whether removal of children/adults is necessary, especially in intense situation with limited direct information and also in situation with limited consultative resources.
- Ability to work effectively as part of an integrated interdisciplinary team.
- Participates in community planning for the protection and care of vulnerable families.
- Must exercise independent judgment, accountability, creativity, and initiative based upon Federal and State statutes, policies, and regulations
- Responsible for development and expenditures of programmatic budget

- Directly responsible for implementing processes to that ensure a continuous revenue stream for the Family Safety Program
- Directly supervises all unit supervisors and select administrative staff
- Responsible for development of policies and procedures, workforce development plan, customer flow maps, and compliance plan for the Family Safety Program
- Reviews case records and creates a peer review process for all staff under their supervision.
- Responsible for writing position descriptions and developing task analyses and interview questions when recruiting for positions
- Oversee and coordinate with HR the recruitment and hiring
- Implements a staff development program to increase technical competencies
- Aid staff in developing effective caseload management techniques to maintain timely service to recipients
- Monitor case activity and periodically review cases to ensure that appropriate services are provided, and referral sources are developed
- Ensures that program audits are conducted annually
- Monitors outcomes by developing an evaluation process that determines the impact and effectiveness of the Family Safety Program
- Maintains confidentiality and privacy regulations for Social Workers as well as the EBCI Human Resources and PHHS confidentiality policies and Compliance Plan.
- Provide oversight to the Family Safety team for defining and resolving service delivery problems
- Maintain liaison with public agencies, private agencies, and government agencies on behalf of the Human Services Program
- Recommend and execute improvements to services programs and services
- Responsible for completing evaluations and implementing any disciplinary actions of staff as needed, under the guidance and supervision of the Human Services Director.
- Is available to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.
- Must have an active, non-restricted NC Driver's License.
- Other duties as assigned.
- Must receive and pass First Aid and CPR training.

Education/Experience:

- MSW from an accredited school of Social Work required.
- Eight years of full-time social work or counseling experience demonstrating progressively increased responsibility and promotion within the field.
- Four years of which must have been as an assistant manager or manager of a large and diverse program or organization associated with the delivery of human services to the public.
- Experience of 1-3 years in evaluation, leadership, effective team building and demonstrated skills in oral and written communication required.
- Valid NC Driver's License required. Demonstrated experience implementing Tribal Family Safety Laws preferred.

Job Knowledge:

- Considerable knowledge of social work principles, techniques, practices, and their application to specific casework and community problems.
- Knowledge of Tribal Codes and Ordinances, Federal laws, and State laws pertaining directly to adult and child maltreatment and protection.
- Knowledge of the legal and philosophical basis for public welfare programs,
- Knowledge of EBCI Human Services agency's organization, operation, objectives,
- Extensive knowledge of the principles, practices, policies, and techniques of efficient

social services administration;

- Thorough knowledge of governmental program administration
- Thorough knowledge of social and economic factors on Indian Trust lands
- Ability to lead, plan, organize, evaluate, and manage departmental programs and staff
- Ability to interpret, explain, and apply laws, policies, procedures, and regulations
- Ability to establish and maintain effective working relationships with various State, County, Federal officials, volunteer agencies, subordinates, and the general public
- Ability to communicate effectively both orally and in writing.
- Knowledge of methods and principles of casework supervision and training.
- Knowledge of social work principles, techniques, practices, and their application to specific casework and community problems.
- Ability to exercise sound judgment in analyzing situations and making decisions
- Skills in supervising, training, or orienting social workers, supervisors, or other staff.
- Ability to express ideas clearly and concisely.
- Ability to plan and execute work effectively. Ability to communicate any changes/expectations to all levels of staff.
- Knowledge of Tribal, fiscal, state (as applicable), and federal policies.
- Knowledge of data entry procedure and materials & updates.
- Ability to interpret fiscal reports and ability to communicate federal, state, and local guidelines to all staff.
- Knowledge, skills, and ability to supervise social workers responsible for serving high- risk families and individuals.
- Knowledge of health and social services programs at the state, federal and tribal level
- Knowledge of community resources (within boundary and off boundary) for providing services to those in need
- Proven ability to demonstrate leadership by setting priorities, establishing clear and high expectations, and effectively delegating both responsibility and authority to staff while holding staff accountable
- Ability to develop, propose, monitor and maintain budgets responsible for the funding of the respective protective services programs
- Ability to analyze situations involving multiple issues with varying consequences and exercise judgment, along with the ability to apply solutions that fit the situation and are within the parameters of the policies and procedures of the organization and the funding source
- Ability to demonstrate competencies with computer skills necessary in sending emails, developing and generating reports, preparing presentations and data spreadsheets for supervisor(s) and Tribal Council (if required)
- Ability to be proactive, and to be multi-faceted in both external and internal communications; must effectively communicate via written and verbal modes.

Complexity of Duties:

Position assumes a great deal of federal liability. Must possess the skills to supervise many staff while ensuring deadlines are met as required and all programs are working within the laws and regulations set forth by the funding source for each program. Requires detailed, specialized knowledge in several specific program areas which comprise the Family Safety Program. To be in compliance with Tribal, Federal, and State laws (as applicable), working knowledge of these laws is required, along with a solid understanding of the administrative rules and guidelines that govern the delivery of a broad array of service programs. Duties require the ability to understand and communicate complex management and analytic issues. Position requires strong leadership ability, exceptional judgment and problem-solving skills. This is an upper-level management position and will routinely require long work hours and work on weekends.

Contact with Others: The person holding this position operates in a complex management, service, and funding oversight capacity, therefore must have strong communication skills. Interacts frequently with coworkers, other health professionals, and other entities for exchanging information, obtaining or providing assistance, tribal members with needs or concerns in the area of protective services, funding agencies at the State and Federal level, tribal leadership when requested, outside community leaders, and others. Tact, courtesy, and professional conduct are required to maintain positive working relationships and service provision to the public. Utmost sensitivity and confidentiality is required when dealing with client data, direct contact with clients, and protection of information through HIPAA and other privacy requirements. The incumbent must be comfortable with both oral and visual presentations essential to communicating the structure and services. May serve on local community health committees, boards or advisory councils as appropriate. The incumbent must be comfortable with both oral and visual presentations essential to communicating the structure and services.

Confidential Data: This position has access to confidential information about individual tribal members, protective services program budgets, and program personnel. The incumbent must maintain required confidentiality and meet all State (as applicable), Federal and EBCI Tribal confidentiality policies and rules. Incumbent must insure they and their staff adhere to the PHHS Compliance Plan.

Mental /Visual /Physical Effort: The employee must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently and/or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

This position requires a high degree of mental concentration in the performance of complex management and administrative tasks. Given the complexity of the protection services, the position requires the ability to manage multiple tasks simultaneously and to work in stressful situation. The incumbent is required to perform the physical tasks associated with work in an office environment or in high risk situations/neighborhoods. Travel is required for home visits and other meetings in counties, facilities who may be serving or needed to meet the client/family protection plan.

The incumbent will be required to provide verbal and written reports to the Human Services, the Secretary of PHHS, and the Principal Chief. The incumbent will also be required to ensure that all staff provide appropriate reports to them regarding weekly activities and will guide and assist staff as needed to insure filing and required documentation are completed in a timely manner and all necessary documentation for court cases are saved, filed, and prepared appropriately.

Environment: Work consists of office environment and travel to meetings or home visits. No adverse environmental conditions noted. However, home visits may have sanitary or safety issues which will need to be remediated or investigated for family safety.

Extent of Supervision: This position operates within EBCI Tribal guidelines regarding budget and personnel management. The incumbent will receive on-going supervision from the Human Services and will develop a work plan designed to outline the goals, objectives and performance outcomes of the Program. The incumbent will participate in regular team meetings of management staff of the Human Services Program. The incumbent is considered a professional employee with the judgment, skills and knowledge necessary to apply established guidelines in an efficient and effective manner, with minimal daily supervision.

Scope of Supervision: This position is responsible for the direct supervision of Social Work Supervisors of various units and administrative assistant within the Section/Unit. This position is responsible for all other duties assigned by the Human Services Director.