



Eastern Band of Cherokee Indians

MANAGER - CHILD ADVOCACY

Position Description

Program:	Child Advocacy	Reports to:	Director - Human Services
Division:	Public Health & Human Services	Position Number:	910114001
Classification:	Exempt	Revision Date:	10/01/2022
Pay Level:	15	Safety Sensitive:	No

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

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

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Organizes and facilitates the overall operation of The Center.
- Assures the investigation of child maltreatment cases, by The Center's Criminal Investigator, are conducted consistent with the goals and policies of the multidisciplinary team.
- Directs the implantation 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 particepating caregivers.
- Responsible for active membership on the Child Protection Team.
- Establishes policies and guidelines for cases involving children.
- Identifies family strengths and weaknesses to assess whether intervention must occur and nature of intervention.
- Utilizes knowledge of State, Tribal, and Federal law and indicators of child maltreatment to determine need for continued advocacy services.

Scope of Supervision:

This position operates within EBCI Tribal guidelines with regard to 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 Center. 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. This position is responsible for the direct supervision of all staff working within The Center. This position is responsible for all other duties assigned by the Human Services Director. Position works under the direct supervision of the Human Services in the PHHS Division. Daily program management and operations should be handled independently within the parameters outlined by the Director of Human Services and within the structure of the PHHS Program. The individual in this position must demonstrate initiative and be a self-starter.

MINIMUM MANDATORY QUALIFICATIONS

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Experience:	Five (5) years of related experience required. Experience to include 2 years in program budget management, supervision of personnel, and knowledge of law enforcement functions.
Education:	Bachelor's Degree in related field required.
Licenses & Certifications:	Valid, insurable NC Driver's License required.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Must stay current with 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 Center.
- Must be able to direct and delegate responsibilities.
- Must have thorough knowledge of Federal, State, and Tribal laws, to provide overall direction for The Center.
- Requires the ability to analyze reports for referrals and placement of the children.
- Must have the ability to secure cooperative relationships to deal effectively with State, county, municipal, Federal, and Tribal authorities.
- Must be knowledgeable of services that can be made available to victims of maltreatment and their participating caregivers..
- Must possess working knowledge of North Carolina State and Tribal law governing the rights of American Indian children and their families.
- Must know EBCI personnel policies and procedures.
- Ensures representation on appropriate boards and committees.
- Responsible for the assessment of all cases for referral purposes.
- Must complete annual Child Maltreatment Training.
- Responsible for the day-to-day operations of The Center's administrative functions and personnel.
- Prepares and oversees the annual budget or other funding for The Center.
- Oversees the development to policies and procedures for the The Center.
- Ensures that a child maltreatment cases are appropriately staffed according to established program policies.
- Coordinates, 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.
- Performs job duties according to established safety guidelines and Tribal policies.

Safety/Accuracy Focus:

Position is responsible for the accuracy and competence of work performed by all staff of the The Center. Work performed by the supervisor of the The Center and its staff are often directly associated with the health, safety, and welfare of Tribal members and as such, the Manager must ensure that the program is compliant with mandated regulations. This position manages a complex program and services, with different funding rules and performing requirements.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

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Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. This position has access to confidential information with regard to individual Tribal members, 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 PHS Compliance Plan.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Position assumes a great deal of Federal liability. Must possess the skills to supervise a large number of staff while ensuring deadlines are met as required and all staff members are working within the laws and regulations set forth by the funding source for the program. Requires detailed, specialized knowledge in a number of specific program areas which comprise The Center. In order 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 a management position and will routinely require long work hours and work on weekends.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

WORK ENVIRONMENT

Work 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 remediate or investigated for family safety.

**Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. 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. This position requires a high degree of mental concentration in the performance of complex management and administrative tasks. Given the complexity of victim services, the position requires the ability to manage multiple tasks simultaneously and to work in stressful situations. 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 potentially meetings in other counties, and facilities who may be serving or needsto meet the client/participating caregiver case plan.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

Background Investigation: All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

Drug Screening: All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

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Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Manager - Child Advocacy** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date