



Eastern Band of Cherokee Indians

SUPERVISOR - FAMILY SAFETY

Position Description

Program:	Family Safety	Reports to:	Manager - Family Safety
Division:	Public Health & Human Services	Position Number:	903116001; 903116002; 903116003; 903116004; 903116006
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

Supervises social workers responsible for high-risk families, and/or individuals. Reports to the Manager - Family Safety. The position will 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, State (as applicable), and Federal laws. This is a supervisory position that requires assigning and reviewing work/case records of the social workers being supervised. Work includes developing work plans, enforcing work standards for the positions within the control of this position. The position requires maintaining statistical measures of cases in process, analyzing those statistics, and managing performance of the unit being supervised to meet performance outcomes. 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.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Participates in the PPHS strategic planning process.
- Tracks & coordinates revenue for services and keeps staff abreast of updates as they relate to revenue.
- Tracks & coordinates service delivery to families and individuals
- Participates in review of outcomes of an interdisciplinary integrated services team.
- Develops process for evaluating services programs to track the impact of the respective programs and to analyze data to determine the effectiveness of each program.
- Coordinates access to services across the EBCI service system.
- Participates in the development budget recommendations for the Family Safety Program area.
- Coordinates resources, policies, and procedures to achieve and maintain service delivery across the areas served by EBCI.
- Reviews programs, goals, and objectives with employees.
- Provides direct supervision to social workers.
- Performs careful review of programs/assignments to ensure compliance with standards/regulations; adjusts or reassigns staff based on mandates/priorities.
- Develops programs and resources to enhance service delivery.
- Is responsible for writing position descriptions and developing task analyses and interview questions when recruiting for positions. Oversees and coordinates with HR the recruitment, hiring, and training of administrative staff, in addition to various program staff (i.e., social workers, case workers, etc.), including management.

Position Description

- Assists in the development, coordination, and implementation of a comprehensive program on behalf of the Human Services Department that is designed to meet the social service needs of members of the Tribal community.
- Provides continued oversight in the management of programs, policies, and procedures related to the provision of protective services to the members of the Tribal community.
- Oversees budget and management of resources in child protective services; 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.
- Provides direct case management in the event of staff shortage or increased census.
- Provides assistance to staff in developing effective caseload management techniques to maintain timely service to recipients.
- Monitors case activity and periodically reviews cases to ensure that appropriate services are provided, and referral sources are developed.
- Serves as a resource to subordinate staff.
- Provides assistance to respective staff in defining and resolving service delivery problems.
- Maintains liaison with public agencies, private agencies, and government agencies on behalf of the Human Services Program.
- Recommends and executes improvements to programs and services.
- Identifies staff development and training needs and ensures proper training is obtained.
- Evaluates employee work performance through regular review of completed work assignments and compliance.
- Directs the daily operations of staff.
- Provides regular program updates to Manager - Family Safety.
- Maintains confidentiality and adheres to HIPAA regulations.
- Maintains availability to work as directed by management in emergency or disaster, which may require night or weekend shifts, prolonged shifts, and/or travel.

Scope of Supervision:

Position works under the direct supervision of the Manager - Family Safety. Daily program management and operations should be handled independently within the parameters outlined by the Manager - Family Safety and within the structure of the Human Services Department. The individual in this position must demonstrate initiative and be a self-starter. This position operates within EBCI Tribal guidelines regarding budget and personnel management. The incumbent will receive on-going supervision from the Manager - Family Safety and will assist in the development of 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 Department. 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.

MINIMUM MANDATORY QUALIFICATIONS

Experience: Master's Degree in Social Work (MSW) from an accredited school of social work and two years professional social work or counseling experience;
OR Bachelor's Degree in Social Work (BSW) from an accredited school of social work and four years of professional social work or counseling experience;
OR Master's Degree in a counseling field and three years professional social work or counseling experience;
OR Bachelor's Degree in a human service field or related curriculum and five years professional social work or counseling experience;
OR Bachelor's Degree and six years professional experience in a related human service field providing experience in the techniques of casework, group work or community organization.

Education:

Licenses & Certifications: Valid, insurable NC Driver's License required.

Position Description

Any conviction of a crime against a child or elder in any jurisdiction will result in immediate disqualification from consideration for employment.

KNOWLEDGE, SKILLS, & ABILITIES

Key Job Knowledge:

- Considerable knowledge of social work, principles, techniques, practices and their application to specific casework and community problems to include methods and principles of casework supervision and training.
- Considerable knowledge of laws, regulations, and policies that govern social work programs.
- Skills in supervising, training, or orienting social workers, supervisors, or other staff.
- Ability to express ideas clearly and concisely, plan and execute work effectively as well as communicate any changes/expectations to all levels of staff.
- Ability to plan and execute work effectively.
- Knowledge of Tribal, fiscal, State (as applicable), and Federal policies to include 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 public health and social services programs.
- Knowledge of community resources (within and outside the EBCI Trust Lands) 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.

Safety/Accuracy Focus:

Position is responsible for the accuracy and competence of work performed by all staff of the Family Safety Program. Work performed by the supervisors of the Family Safety and their staff is directly associated with the health, safety and welfare of Tribal members and as such, the Social Work Supervisor for Family Safety must ensure that protective Services Programs are compliant with mandated regulations. Position manages a complex set of programs and services with different funding rules and performing requirements.

Key Relationships:

Interact with internal and external customers/clients in a polite and professional manner. The person holding this position operates in a complex management, service, and funding oversight capacity, therefore must have strong communication skills. Contacts will include, but are not limited to: Manager - Family Safety, Director - Human Services and his/her division staff, managers/supervisors of other programs and their staffs, 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, etc. The incumbent must be comfortable with both oral and visual presentations essential to communicating the structure and services.

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:

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

Position Description

misusing such information. This position has access to confidential information regarding individual Tribal members and their families, 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.

Complexity of Duties:

This position includes completing tasks of varying complexity levels. Position requires detailed, specialized knowledge in several specific program areas which comprise the Family Safety Program. 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 management position and will on occasion 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 investigate 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 the respective protective services programs, the position requires the ability to manage multiple tasks simultaneously. The incumbent is required to perform the physical tasks associated with work in an office environment. Some travel may be required as the incumbent attend's meetings at different programs locations and meets with stakeholders. The incumbent will be required to provide verbal and written reports to the Manager - Family Safety, Director - Human Services and reports to Tribal community leaders when requested.

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.

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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Position Description

ACKNOWLEDGMENT

I have reviewed the content of the **Supervisor - Family Safety** 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