

Job Requisition Form

Department: Tribal Social Services
Position to be filled: TSS Operations Manager

Required Qualifications/Essential Duties:

- Bachelor's degree from an accredited university in Human Services, Social Work, Psychology, or another related field
- 4 (four) years' experience in supervisory position, including extensive experience with ICWA, Crisis Management, Counseling, Substance Abuse, and Family Violence.
- CPR and First Aide Certificate or obtain within 90 days of hire.
- Valid California Driver License
- Must be insurable by companies' insurance carrier and maintain throughout employment
- Ensures TSSD staff abides by client/tribal member records according to HIPPA and 42 CFR. Adheres to all confidentiality standards.
- Supervised assigned staff, including establishing workloads, prioritizing work assignments, evaluating employee performance, interpreting and enforcing policies and procedures, resolving staff issues, making hiring or disciplinary recommendations and administering disciplinary action as required.
- Audits client records and ensures compliance with all SRR Tribal Social Services, regulatory policies, and funding agency policies and procedures, regulations, and requirements.
- Ensures comprehensive service planning and charting of client progress.
- Knowledge of medical billing, private and public with either state or federal.
- Manages caseload in the absence of the case manager, social worker, or counselor.
- Manage the client database and ensures accuracy and timeliness of client information.
- Completes and submits relevant reports and statistics in a timely manner.
- Supervises all incident reporting and other client activities to ensure compliance.
- Develops and maintains relationships with community service providers and resources.
- On call to address emergency needs on a 24-hour basis.
- Knowledge of principles and techniques of effective supervision
- Knowledge of current issues in the field of social welfare; social services programs including ICWA, child welfare, TANF, family violence, sexual assault, and other public welfare programs on the Federal, State, and local level.
- Maintain ongoing staffing with social service director, multi-disciplinary team (MDT), and program teams on caseload data, court recommendations and placement, and other issues regarding caseload and other related programs.
- Maintain knowledge and practice of ICWA and Mandated Reporting practices; Along with Tachi-Yokut culture, and established Tribal/Departmental policy and procedures.
- Ensures that home visits and/or court appearances are completed by the appropriate staff.
- Working with the TSSD Director to plan and develop strategies for sustaining the program, including the preparation of grant proposals, as needed.

Reports To: Director
Starting Rate of Pay: DOE - \$77,480 (Exempt).
Approximate Hours: 40+ hours per week

The Santa Rosa Rancheria Tachi-Yokut Tribe shall extend employment preference across all employment opportunities for qualified Native Americans in accordance with and subject to applicable law, including Title VI of the Federal Civil Rights Act, which recognizes Native American employment preference.