



## Job Posting

**Job title:** TANF Site Manager

**Location:** Pala, CA

**Application Deadline:** Open until filled

**Compensation:** Minimum of \$30/hour. DOE.

**Benefits:** *\*Paid Holidays \*Rich Medical, Dental & Vision \*Generous Vacation & Sick \*401(k) Match*

**Status:** Full Time/Regular position

**WE ARE AN ORGANIZATION THAT VALUES IN-PERSON COLLABORATION AND INTERACTION, SO  
WE DO NOT OFFER ANY REMOTE POSITIONS.**

## Job Summary

Under the general direction of the TANF Sites Director, the Site Manager oversees the implementation and management of TANF operations to support Indian families. This role is responsible for supervising staff assignments, preparing reports, collecting and analyzing data, developing policies and procedures, and executing administrative and managerial initiatives that enhance program effectiveness, staff performance, and organizational success.

The Site Manager monitors and evaluates site progress in alignment with TANF objectives, identifies challenges faced by participants, tracks milestones, and recommends program adjustments to optimize participant outcomes. Additionally, this position fosters a culture of professional excellence, empowering staff to deliver high-quality customer service internally and externally.

## Essential Duties and Responsibilities

1. Enhance staff effectiveness through recruitment, onboarding, and structured training programs.
2. Develop structured training schedules and conduct a comprehensive three-week employee training curriculum.
3. Provide ongoing training to ensure employees understand company values, strategies, and objectives.
4. Coach and mentor staff to improve their skills and job performance.
5. Provide guidance, support, and constructive feedback to enhance accountability and professional growth.
6. Develop continuous learning opportunities through access to educational resources and professional development programs.

7. Support staff in planning and implementing educational and vocational programs for TANF participants.
8. Delegate tasks to appropriate staff members and hold them accountable for performance and customer service.
9. Collaborate with the Sites Director on personnel matters and consult with Human Resources as needed.
10. Manage procurement of equipment, materials, and supplies for site operations.
11. Provide technical assistance to staff, participants, and the organization.
12. Oversee site budgets, including preparation, monitoring, and administration.
13. Assist the Sites Director with special projects and administrative responsibilities as assigned.
14. Keep the TANF Sites Director informed about site conditions, operations, and significant developments.
15. Review and approve time sheets, leave requests, travel requests, and training requests.
16. Ensure site operations maintain consistency, professionalism, and timely task completion.
17. Assist staff in goal setting, work plan development, and achievement tracking.
18. Establish and maintain effective working relationships with staff, participants, and contractors.
19. Coordinate staff schedules and ensure appropriate coverage in case of absences.
20. Participate in quarterly site visits with the Sites Director to evaluate service effectiveness and participant progress.
21. Regularly review and monitor work participation rates, MER processing, case counts, and other key metrics, including case management activities.
22. Develop and implement office plans, goals, and objectives in compliance with program requirements.
23. Ensure that assigned staff address participant needs, including prevention, diversion programs, and referrals to relevant resources.
24. Encourage and implement participant training workshops.
25. Review and approve participant activity proposals to ensure regulatory compliance before submission to the Sites Director.
26. Process participant complaints and appeals as necessary.
27. Establish, implement, and communicate goals, objectives, policies, and procedures in accordance with contractual obligations and program needs.
28. Assist in developing and revising program guidelines and updates to the SCTCA TANF plan.
29. Keep the Sites Director and other SCTCA departments informed through reports and meetings.
30. Promote TANF programs through collaboration with tribal and non-tribal organizations and community partners.
31. Represent SCTCA Tribal TANF at community events, local, state and national meetings, and presentations as needed.
32. Continuously seek opportunities to improve site operations, streamline processes, and enhance customer service.
33. Stay current with professional development through training, conferences, and networking.
34. Oversee management of computer systems, networks, and multi-media projects.
35. Maintain confidentiality of sensitive information.
36. Contribute to a team-oriented environment and fulfill related responsibilities as required.
37. Perform additional duties as assigned.

## **Job Requirements and Qualifications**

### Education

**Minimum:** Associate's Degree with five (5) years of experience in social services or a TANF program.

**Preferred:** Bachelor's Degree in Public Administration, Social Services, Social Work, Sociology, or a related field with three (3) years of social services administration experience, including budget administration and supervisory/management responsibilities.

- Equivalent combinations of education and experience may be considered.

Experience

- Demonstrated expertise in TANF administration, project management, program planning, evaluation, training, employee management, and fiscal operations.

Knowledge, Skills & Abilities

Knowledge of:

- Federal and state public assistance regulations and processes.
- Indian history, culture, and political landscape, particularly concerning employment, training, welfare, and social services.
- TANF and public assistance programs.
- Native American values and cultural perspectives on self-sufficiency and welfare.
- Business communication, including grammar, punctuation, and arithmetic.

Skill in:

- Operating business computers and software, including Word, Excel, Access, and PowerPoint.
- Analyzing problems, identifying solutions, and implementing recommendations.
- Preparing reports and correspondence.
- Budget development and administration.
- Reviewing and analyzing operational and financial reports.

Ability to:

- Work with professionalism, tact, and confidentiality.
- Analyze complex issues, develop policies, and make informed decisions.
- Organize, interpret, and report data.
- Comprehend and apply government regulations, policies, and procedures.
- Exercise sound judgment and initiative while maintaining accountability.
- Understand and implement appropriate decisions with consideration for the human, social, community, political, and organizational implications.
- Balance structure with creativity and flexibility in problem-solving.
- Work independently and meet strict deadlines.
- Handle sensitive situations with respect and diplomacy.
- Establish positive working relationships with diverse populations.
- Maintain heavy paperwork and workflow in a fast-paced environment.
- Participate in departmental meetings and committees.
- Travel between office sites as needed for training and coverage.

### Certificates & Licenses

- Valid California Driver's License with an acceptable driving record per SCTCA insurance requirements.

### Physical

- Primarily an office-based role requiring extended periods of sitting.
- Occasional lifting/moving of objects up to 25 pounds.

### Conditions of Employment

- Final candidates must pass a background check, credit check, Live Scan, and drug screening.

### Additional Expectations

- Possess excellent organizational and time-management skills.
- Work a flexible schedule, including occasional after-hours and weekend commitments.
- Stay current with TANF guidelines and best practices.
- Maintain a collaborative and respectful work environment.

### **About Our Company**

The Southern California Tribal Chairmen's Association (SCTCA) is a multi-service non-profit corporation established in 1972 for a consortium of 25 federally-recognized Indian tribes in Southern California. The primary mission of SCTCA is to serve the health, welfare, safety, education, cultural, economic and employment needs of its tribal members and enrolled Indians in the San Diego County urban areas. A board of directors comprised of tribal chairpersons from each of its member Tribes governs SCTCA.

### **How to Apply**

**Preferred method: Apply online at <http://sctca.applicantpro.com/>**

- A. Apply in person and submit a **completed Application for Employment with a resume** to the Human Resources office\*, located at 11475 Nejo Rd. Bldg H. Pala, CA 92059. \*Office subject to closures.
- B. Fax a **completed Application for Employment and resume** to 760-742-8610.

Note: The Application for Employment can be found at [www.sctca.net](http://www.sctca.net), under the "Careers" link.

### **Next Step in the Process**

1. If you are selected to move forward, you will be emailed an online assessment.
2. If you are not selected, you will receive a denial email.

*Note: These emails could possibly go to the spam folder, so please check there as well.*

**SCTCA IS AN "AT-WILL" EQUAL OPPORTUNITY EMPLOYER WITH NATIVE AMERICAN PREFERENCE**

To be considered under Native American Preference, you must submit verification of Tribal affiliation with your application.