



## Job Posting

**Job title:** TANF Site Manager

**Location:** Pala, CA

**Application Deadline:** Open until filled

**Compensation:** Minimum of \$24.20/hour. DOE.

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

**Status:** Full Time/Regular position

## Job Summary

Under the general direction of the TANF Sites Director, manage, report on and implement programs and activities of TANF operations to serve Indian families. Includes scheduling and managing staff assignments, report preparation, data collection, development and implementation of policies and procedures, planning, design, evaluation and other administrative and management activities to support the staff, program and organization.

The position is responsible for assessing and monitoring site progress with respect to TANF goals; analyzing key barriers facing the participants; tracking the attainment of related milestones; and making recommendations to designing the program to fit participant needs. Supports and strengthens assigned staff to foster an environment of growth and professional customer service both internally and externally.

## Essential Functions

1. Assist staff in planning and implementing educational and vocational programs for TANF participants.
2. Oversee management of computer systems and networks.
3. Oversee development and production of multi-media projects and activities.
4. Oversee staff in planning and design of various projects and activities.
5. Manage acquisition of equipment, materials, and supplies for operations.
6. Provide technical assistance to staff, participants, and the organization.
7. Prepare, monitor, and administer site budgets.
8. Assist Sites Director on special projects and other administrative duties as assigned.
9. Work cooperatively with the TANF Sites Director and keep them fully informed on the conditions and operations of their assigned site and all-important factors influencing them.
10. Review and approve time sheets, leave requests, travel requests, and training requests for assigned staff.

11. Ensure assigned site operates consistently and professionally with staff completing tasks in a timely manner.
12. Assist staff in setting attainable goals/creating work plans and ensures these plans are implemented and goals met.
13. Establish and maintain effective working relationships with TANF staff, participants and contractors.
14. Work closely with Sites Director on difficult personnel issues and refer to the Human Resources Director as needed.
15. Delegates to appropriate staff and hold them accountable for their performance and customer service.
16. Coordinate the schedules of assigned staff and arrange staff coverage in their absence.
17. Increase staff effectiveness by selecting, orienting, training, coaching, counseling, and disciplining assigned staff; communicating values, strategies, and objectives; assigning accountabilities; planning, mentoring, and appraising job results; developing a climate for offering opinions; providing and participating in educational opportunities.
18. Participate in quarterly site visits with the Sites Director to evaluate effectiveness of services provided and progress of program participants in achieving milestones; review quarterly Site Manager Reports/Office Stats.
19. Regularly review and monitor work participation rates, MER processing, department stats, case counts, supportive services and other case management activities.
20. Develop and implement office plans, goals and objectives and insure compliance.
21. Ensures assigned staff address the needs of the participants, including but not limited to: prevention, diversion programs, and referrals to other programs, professionals, and agencies.
22. Encourage and implement participant trainings/workshops.
23. Review and approve all TANF participant activity proposals. Ensure all activities are in accordance to regulation prior to submitting to Sites Director.
24. Review and process participant complaints and appeals.
25. Establish, implement and communicate goals, objectives, policies and procedures in accordance with contractual requirements and needs of SCTCA Tribal TANF.
26. Assist in formulating and/or revising guidelines.
27. Responsible for implementing and recommending updates and/or revisions of the SCTCA TANF plan.
28. Keeps Sites Director and other SCTCA departments informed of the status of assigned office activities by attending meetings and/or submitting reports.
29. Promotes TANF programs through ongoing interaction and collaboration with tribal and non-tribal organizations and community partners.
30. When requested, serves as a representative of SCTCA Tribal TANF to organizations in the community by engaging and participating in local, state and national meetings, events and making presentations.
31. Demonstrates continuous effort to improve assigned office operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service both internally and externally.
32. Enhances professional growth and knowledge through participation and educational programs, meetings, conferences and workshops; reviewing professional publications; conferring with representatives of contracting agencies and related organizations.
33. Maintain confidentiality of all privileged information.
34. Contributes to a team effort and accomplishes related results as required.
35. Perform other duties as assigned.

## **Job Requirements and Qualifications**

### **Education**

Minimum Associates Degree and five (5) years' work experience in a social services capacity or TANF program.

Preferred - Bachelor's Degree in Public Administration, Social Services, Social Work, Sociology, or related field with (3) years social services administration experience, budget administration, three (3) years supervisory/management experience; or any equivalent combination of education and/or experience that could likely provide the required knowledge, skills and abilities to perform the duties of the position.

### **Experience**

Proven, successful experience and knowledge in the areas of TANF administrative practices and procedures, project management, program planning and design, evaluation and analysis, training, employee management, and fiscal operations.

### **Knowledge, Skills & Abilities**

Knowledge of:

1. Federal and state public assistance rules, regulations, and processes.
2. Indian history, culture, and politics. Awareness of current Native American issues with regard to employment, training, welfare referral and social services.
3. Native American values and culture in relation to self-sufficiency and welfare dependence.
4. TANF and public assistance programs.
5. Business English, proper spelling, grammar, punctuation, and basic arithmetic.

Skill in:

1. Operating business computers and office machines, including windows, specifically Word, Excel, Access and PowerPoint.
2. Analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
3. Preparing reports and correspondence.
4. Budget preparation and administration.
5. Preparing, reviewing, and analyzing operational and financial reports.

Ability to:

1. Work with a positive, tactful and confidential manner with staff and participants of the program.
2. Analyze problems, conditions, policies and procedures, make sound decisions, and take appropriate actions.
3. Compile, organize, interpret, and report on complex data.
4. Comprehend complex documents, including contracts, government regulations, policies and procedures.
5. Exercise independent judgment and initiative, while maintaining independent responsibility.

6. Understand and implement appropriate decisions with consideration for the human, social, community, political, and organizational implications.
7. Work with in a highly complex and structured environment while maintaining a creative and flexible problem-solving approach.
8. Work independently and meet strict timelines.
9. Be persuasive and tactful in controversial situations.
10. Define problems, collect data, establish facts, and draw valid conclusions.

### **Certificates & Licenses**

Valid California Driver's License with driving record acceptable to SCTCA's insurance.

### **Physical**

Typically requires sitting for extended periods of time. Lifts and moves objects on occasion weighing up to 25 pounds. Primarily an indoor office environment.

### **Conditions of Employment**

Final candidates for management positions are required to successfully complete a background check, credit check, Live Scan, and drug screening.

### **Other Information**

1. In addition to the essential duties listed above the TANF Site Manager is expected to: Demonstrate tact and a high-level professionalism due to the sensitive and highly confidential nature of the position.
2. Consistently report to work on time prepared to perform the duties of the position.
3. Possess excellent oral and written communication skills.
4. Communicate regularly with supervisor about department issues.
5. Demonstrate the ability to handle difficult situations with respect and courtesy.
6. Possess the ability to work effectively with people from diverse cultural, ethnic and socio-economic backgrounds.
7. Flexible schedule (occasional after hours and weekends) and travel may be required depending on workload, workshops, etc.
8. Be detail oriented and possess strong organizational skills.
9. Demonstrate effective time management and prioritizes workload daily.
10. Be able to maintain heavy paperwork and processing in a fast paced work environment.
11. Enjoy working independently and meet timelines.
12. Be thoroughly knowledgeable of all TANF guidelines at all times.
13. Make sound rational decisions and recommendations without bias.
14. Participate in various departmental meetings and/or committees.
15. Assist with temporary training of TANF staff.
16. Travel between office sites may be requested to assist with training/office coverage.
17. Develop constructive and cooperative working relationships with others, and maintain them over time.
18. Encourage and build mutual trust, respect, and cooperation among team members.
19. Develop and maintain a relationship of trust, confidence, and good rapport with staff, administration, and program participants.

## 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 36146 Pala Temecula 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 “About SCTCA” link.

**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.