

JOB DESCRIPTION

Position: Tribal Child Support Program Manager
Dept Supervisor: Legal Counsel Director
Compensation Range: Wage/hour DOE/DOQ
Funding: Renewable Federal Mandatory Grant with Tribal Match

Summary of Duties and Responsibilities

Under the general direction of the Legal Counsel Director, the Tribal Child Support Program Manager (TCSP) is responsible for the development, implementation, promotion, administration and coordination of the Coeur d'Alene Tribal Child Support Program (TCSP).

The TCSP Manager has the responsibility for planning, organizing, supervising and evaluating activities and functions of the program including day-to-day budget, policies, procedures and staff supervision.

The TCSP Manager must exercise independent judgment and decision-making abilities to ensure that the Coeur d'Alene Reservation community receives needed child support services while meeting the requirements of all relevant federal statutes and regulations.

The TCSP Manager must adhere to all policies/procedures and requirements for continued program funding from the Federal Office of Child Support Enforcement including all the requirements of Title IV-D of the Social Security Act and 45 CFR Part 309/310.

The TCSP Manager provides day-to-day management of the TCSP including but not limited to interviewing, hiring, training staff; planning, assigning and directing staff work and case loads; appraising staff and overall office/program performance; rewarding, recognizing and counseling staff; addressing staff and client complaints and resolving problems.

The TCSP Manager consult with public, private and community stakeholders to promote ongoing program goals and objectives and to contribute to a favorable public image of the Tribe by establishing and maintaining strong community relationships.

The TCSP Manager directs and/or manages employee child support caseloads to effectively provide program services to the client population.

The TCSP Manager monitors client intake and processing procedures to ensure quality and appropriate services are provided and client needs are appropriately met.

The TCSP Manager ensures that formal and informal referral services of clients to other appropriate and available community resources are made.

The TCSP Manager compiles and tabulates program data in order to provide information/statistics about program services for use in assessing and evaluating program objectives and effectiveness; maintains appropriate program records to monitor program activities including the necessary information to satisfy federal reporting requirements; assists in the development and assessment of computerized and manual case management systems to assure compliance with federal regulations and proper client case management/reporting.

The TCSP Manager develops and monitors the TCSP budget; ensures operating and service costs are within available resources; identifies significant trends with potential budgetary impact; prepares internal/external reports as requested/required which are timely and accurate.

The TCSP Manager develops necessary agreements with Tribal resources, state, federal and other tribal governmental agencies to protect the integrity of the TCSP and program provided services, information and funding.

The TCSP Manager is responsible for writing speeches/articles and developing Power Point presentations about the TCSP and to actively advocate by making speeches and/or presentations on behalf of the Program to Tribal Council, public groups, and to the Coeur d'Alene Reservation community at large.

The TCSP Manager must effectively present child support information to management, staff, and the general public.

The TCSP Manager must read, analyze and interpret common professional journals, financial reports and legal documents.

The TCSP Manager must respond to common inquires or complaints from staff, regulatory agencies, clients, employers, stakeholders and other.

The TCSP Manager conducts regular desk audits of client services; documentation and staff progress with clients.

The TCSP Manager writes federal grants, federal reports and handles normal program business correspondence. The TCSP Manager ensures completion and timely submission of all reports, fiscal draw down and client case assignments.

The TCSP Manager ensures that technical information, referral and public information is accurate and updated regularly.

The TCSP Manager is competent in general math skills (add, subtract, multiple and divide in all units of measure, using whole numbers, common fractions, decimals, compute rate, ratio and percentages) and common statistical data analysis (frequency distribution, determination of test reliability/validity, analysis of variance, correlations techniques, sampling theory and factor analysis.)

The TCSP Manager must be able to solve a wide range of child support related legal and practical problems and deal with a variety of variables in situations where only limited standardization exists.

The TCSP Manager must understand the scope of TCSP policies, procedures and services; and must have knowledge of Coeur d'Alene Tribal policies, procedures and way of doing business.

The TCSP Manager must have knowledge of the principles and good practices of administration, personnel management, and training and of budget development, administration and cost control.

The TCSP Manager must have knowledge of the economic, social and cultural issues affecting the Coeur d'Alene Reservation and community as well as knowledge of the social and economic problems affecting the Tribe and the larger community.

The TCSP Manager must be knowledgeable of court legal processes and procedures.

The TCSP Manager must maintain strict confidentiality of all court and/or TCSP case files.

The TCSP Manager must be able to make oral presentations and to write routine reports and TCSP correspondence using correct grammar.

The TCSP Manager must be able to read and interpret federal statutes and regulations; read, interpret and suggest appropriate modifications to tribal code and TCSP policy/procedure manuals.

The TCSP Manager must have strong customer service skills and the ability to defuse tense situations while maintaining a professional demeanor.

The TCSP Manager must be culturally sensitive to a diverse customer population and able to interact tactfully and positively with Tribal members, all levels of tribal staff and management.

The TCSP Manager must be and remain impartial to all staff and clients.

The TCSP Manager must maintain effective public, government-to-government, internal department and staff communications.

The TCSP Manager must advocate for TCSP and/or child support issues in variety of forums including tribal, state and federal venues.

The TCSP Manager must be able to create and establish partnerships with tribal, state and federal entities to access existing resources and to create needed resources to meet client needs.

Desired Qualifications

1. Demonstrated working knowledge of Tribal IV-D Child Support Program, TANF Program and the interplay between the two programs.
2. Post-graduate degree from an accredited college or university in Business Administration, Public Administration, Business Law, Law, Economics or Social Work with an emphasis in management.
3. Other courses of study that is directly related to the duties of the position of TCSP Program Manager.
4. A minimum of twenty-four months of continuous employment experience directly related to the duties and functions of the TCSP Program Manager in a tribal, state or federal child support program.
5. All other qualifications as identified in the **Minimum Qualifications** Section below.

Minimum Qualifications

1. Demonstrated working knowledge of Tribal IV-D Child Support Program, TANF Program and the interplay between the two programs.
2. A Bachelors Degree from an accredited college or university in Business Administration, Public Administration, Business Law, Law, Economics or Social Work with an emphasis in management.

3. A minimum of forty-eight months of continuous employment experience directly related to the duties and functions of the TCSP Program Manager in a tribal, state or federal child support program.
6. Knowledge of the principles and practices of case management and case flow in child support matters.
7. Familiarity with federal law governing child support enforcement.
8. Familiarity with the basic principles of federal Indian law including such topics as tribal sovereignty and jurisdiction and the Indian Child Welfare Act preferred.
9. Knowledge of Coeur d'Alene Tribal policies, procedures and way of doing business.
10. Knowledge of the economic, social and cultural issues affecting the Coeur d'Alene Reservation and community as well as knowledge of the social and economic problems affecting the Tribe and the larger community.
11. Knowledgeable about court legal processes and procedures.
12. Ability to work with minimal supervision, organize well and handle multiple projects in a timely manner.
13. Ability to manage staff and potential child support caseload of 750 cases including participating and/or conducting case management staffings on a regular basis and making necessary management decisions when required.
14. Must be able to communicate and education program staff and the community at large regarding the complex issues associated with child support establishment and enforcement.
15. Effective oral and written communication skills using correct grammar.
16. Must be dependable, reliable and trustworthy.
17. Must be able to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.
18. Must be able to maintain strict confidentiality of all court and/or TCSP case files and ensure that staff adheres to all confidentiality policies/procedures.
19. Must be able to read and interpret federal statutes and regulations, read, interpret and suggest appropriate modifications to tribal code and TCSP policy/procedure manuals.
20. Must be culturally sensitive to a diverse customer population and able to interact tactfully and positively with Tribal members, all levels of tribal staff and management.
21. Must be and remain impartial to all staff and clients.
22. Must maintain effective public, government-to-government, internal department and staff communications.
23. Must advocate for TCSP and/or child support issues in a variety of forums including tribal, state and federal venues.
24. Must have and maintain a valid driver's license.
25. Must be bondable.
26. Must pass an extensive background check. Must not have misdemeanor/felony convictions related to controlled substance of alcohol or drugs, or any misdemeanor or felony convictions related to abuse, neglect, or endangerment of a person.
27. Must adhere to drug-free federal workplace policies which may be stricter than the Coeur d'Alene Tribal drug-free workplace policy.
28. Must have a working knowledge of commonly used office machines and computer software including multiple line telephones, voice-mail, document shredder, computer email, internet, copier, printer and fax machine as used to complete office work tasks.
29. Must be able to travel as a tribal representative of the TCSP for up to a week at a time on a regular basis.
30. Must represent the TCSP at state, federal, national and regional meetings and/or organizations.

Knowledge, Skills and Abilities (KSA)

Applicant will be evaluated on his/her answers to the following Knowledge, Skills and Abilities questions which must be submitted as part of the application packet. Please use a separate sheet of paper to answer the following questions.

1. Describe your education and work experience specific to managing a Tribal IV-D Child Support Program and/or your experience working for either a state or a tribal IV-D child support program.
2. Describe your education and work experience in child support case management including computerized record keeping, hardcopy and electronic case file management.
3. Describe your work experience in writing federal grants and complying with federal grant reporting as it relates to federal child support enforcement grant funding.
4. Describe your customer service work experience and how you are able to be culturally sensitive in a predominately Native American workplace and with a predominately Native American clientele.

APPLICATION PACKET

To apply for this position, please submit the following items in an application packet:

1. Cover letter highlighting your education and work experience directly related to the position.
2. Copy of college and/or post-graduate diploma.
3. Unofficial copy of college transcript(s) if listing college in the education section of the tribal application.
4. Completed tribal application.
5. Copy of valid driver's license.
6. Answers to the supplemental questions listed in the Knowledge, Skills and Abilities (KSA) section above.
7. Signed Application Process and Statement of Understanding found attached to this job description.

Application packet is to be *mailed* to:
Human Resources Department
Coeur d'Alene Tribe
P. O. Box 408
Plummer ID 83851

For more information, visit the Coeur d'Alene Tribal website at www.cdatribe-nsn.gov/hr.shtml or call 208/686-5228.

Application Process and Statement of Understanding

Only applicants submitting a **completed application packet** will be considered for this position.

An applicant may be asked to participate in an oral interview with a practical application component to establish whether he/she meets the minimum job qualifications.

Interviews do not create a right to employment and provide no promise or other guarantee of any employment with the Coeur d'Alene Tribe.

The Coeur d'Alene Tribe reserves the right to hire according to its Indian Preference Policy.

The successful applicant must pass an extensive criminal background check, must be bondable and must pass a pre-employment drug test.

Positions with the Coeur d'Alene Tribe are subject to a minimum six (6) month probationary period and all tribal employees are subject to random drug testing.

STATEMENT of APPLICANT POSITION UNDERSTANDING

I understand that this position, as all positions with the Coeur d'Alene TCSP, is:

1. Funded by the federal government under a mandatory grant statute which requires a tribal match; and that, although this is a mandatory grant, the Tribe must reapply for funding on an annual basis and there is no guarantee that this position will continue to be funded beyond the current fiscal year.
2. Subject to a minimum six (6) month probationary period.
3. Contingent on applicant passing an extensive criminal background check.
4. Contingent on applicant being bondable.
5. Contingent on applicant passing a pre-employment drug test and random drug tests thereafter upon hire.

Additionally, I understand the Coeur d'Alene Tribe has a no tolerance drug/substance abuse policy and that I am subject to random drug and alcohol screening/testing and that such testing will be done following any on-the-job injury and/or when a supervisor reasonably believes an employee is unfit for duty.

I further understand that if I refuse to test or test positive on any drug test that I will be subject to discipline under the Coeur d'Alene Tribal and/or TCSP Alcohol and Drug Free Workplace Policies which include the possibility of immediate termination from employment.

Applicant Signature

Date

Printed Name of Applicant