



Federated Indians of Graton Rancheria

6400 Redwood Drive, Suite 300, Rohnert Park, CA 94928 ■ 707-566-2288 ■ www.gratonrancheria.com

FAMILY ADVOCATE MANAGER

Position Description

Department:	Temporary Assistance for Needy Families (TANF)	Reports to (title):	Director of TANF
Pay Range:	\$69,940.12 - \$104,910.17	Classification:	Exempt
Hours/week:	40	Effective Date:	January 1, 2018
Type of Position:	Full-time	Revised Date:	May 25, 2018

MISSION STATEMENT

The Federated Indians of Graton Rancheria exists to exercise our inherent sovereign powers, customs and traditions; to perpetuate our unique native heritage; to preserve and protect the rights and privileges of our Tribe; to establish justice in the conduct of Tribal affairs; to work for the social and economic betterment of all citizens; and foster the value of education.

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Federated Indians of Graton Rancheria are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Interact in an honest, trustworthy and respectful manner with Citizens, employees, visitors and vendors.
- Comply with the Tribe's policies and procedures.
- Display respect and understanding of the Tribe's culture, traditions and values.
- Maintain a current insurable driver's license.

POSITION PURPOSE

The Family Advocate Manager utilizes their understanding and knowledge of TANF family advocate practices, principles, policies, regulations, and requirements to manage the operational activities, to plan and develop systems and procedures, and to improve the operating quality and efficiency of the unit.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

1. Assists the CEO and other managers to develop and maintain an organization that includes sound management and service delivery models.
2. Develops performance measures, quality assurance and accountability, customer evaluations tools, and assesses service flow to benefit participants.
3. Sets employee performance standards, defines unit goals and objectives, trains and develop family advocates, and monitors family advocate performance.
4. Resolves conflicts that arise with participants and clearly communicates Tribal, State and Federal compliance issues.
5. Provides leadership and guidance to the Family Assistance Unit; carries out supervisory responsibilities in accordance with TTSM's policies, procedures, and mission; and addresses, as well as resolves, interdepartmental complaints and problems.

FAMILY ADVOCATE MANAGER

Position Description

6. Provides leadership and guidance in ensuring that TANF Family Advocates are communicating with other FIGR Tribal programs and services.
7. Makes decisions based on strategy, analysis, experience, shared input, and regulations of grant or funding agencies.
8. Ensures that all TANF cases and TFAP data goals are in compliance with Tribal, State and Federal requirements and guidelines.
9. Acts as a Family Advocate when needed, and carries a small load of specialized cases.
10. Communicates and troubleshoots needs of participants with Family Advocates, County, State and Federal employees.
11. Develops and drafts policies and procedures to ensure compliance with all regulations.
12. Approves all family advocate supportive service and monthly cash assistance grant requests for accuracy and program compliance.
13. Reviews and approves new TANF cases as well as TANF annual Re-Determinations and semi-annual Re-Certifications.
14. Conducts an internal audit and leads staff in preparing for the yearly program audit.
15. Communicates with managers and supervisors regarding the challenges, and outcomes.
16. Works closely with finance on accurately reporting quarterly expenditures in multiple database systems.
17. Performs other duties, as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	<ul style="list-style-type: none">• Five years experience in Social Work, Health Services, Social Sciences, or closely related field.
Education:	<ul style="list-style-type: none">• Bachelor's Degree in a Health Services, Social Sciences or related field of study.
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	<ul style="list-style-type: none">• Strong background in supervision/management in social services, eligibility, and program compliance• Familiarity with community resources and other social service agencies, and the ability to collaborate with them in order to provide expanded services• Understanding and knowledge of the function and inner-workings of Tribal Governments• Ability to prepare, review, and analyze reports• Ability in interpreting Tribal, State, and Federal regulations to determine impact and ensure program compliance• Ability to plan, direct, delegate, and coordinate the work of subordinates• Ability to identify and resolve problems in a timely and effective manner• Ability to monitor own work quality and ensure that work is done in a timely manner• Ability to organize work, set priorities, meet deadlines, follow up on assignments with minimal direction and supervision• Ability to work with people from diverse cultures, ethnic and socio-economic backgrounds, with a strong knowledge of a diverse community and sensitivity to cultural needs• Ability to interpret applicable laws, rules, and regulations• Ability to establish and maintain effective working relationships with Tribal Officers, employees, and the general public• Ability to operate a computer and general office equipment• Ability to use Microsoft Suite (Word, Excel, Outlook, and PowerPoint), Internet browsers, and appropriate storage of electronic files• Ability to perform other duties, as assigned• Knowledge of TANF and assistance programs, TANF cost principles, and reporting requirements

FAMILY ADVOCATE MANAGER

Position Description

- Knowledge of applicable Tribal, Federal, State, County, and local laws, regulations, and requirements
- Knowledge, awareness of, and respect for Native American values, customs, and traditions
- Knowledge of the Indian Child Welfare Act, TANF and other programs that provide services to Tribal Citizens
- Knowledge of government grants processes, contract compliance, and reporting requirements
- Knowledge of the diverse needs of Native American youth and families and the socio-economic issues relating to a diverse Native American population
- Knowledge of theory and practice in community health education, human behavior in the social environment including economic and environmental conditions contributing to substance abuse
- Must have strong communication skills, both written and verbal
- Must adhere to the strictest rules of confidentiality and discretion
- Must have strong supervisory skills and the ability to train, mentor, coach, and motivate others
- Must have exceptional time management skills and the ability to complete tasks on time
- Must possess emotional maturity, good judgement, tact and diplomacy

PREFERRED QUALIFICATIONS

- Master's Degree in Health Services, Social Sciences, Native American Studies, or related field of study

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with Citizens, employees, vendors and staff.
Mental demands:	There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various topics and, at times, complicated issues.

TRIBAL AND INDIAN PREFERENCE

The Federated Indians of Graton Rancheria is a federally recognized Indian tribe and, in accordance with the Tribe's human resources policies, has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, Federated Indians of Graton Rancheria shall give preference in hiring in the following order of priority: (1) Citizens of the Federated Indians of Graton Rancheria, (2) All Native Americans who are members of or affiliated with a California Indian Tribe with ties to Marin and Sonoma Counties, (3) All Native Americans who are members of or affiliated with any other California Indian Tribe, and (4) All other Native Americans who are members of a Federally Recognized Indian Tribe.

FAMILY ADVOCATE MANAGER

Position Description

Aside from employment preference as provided in this section, the Federated Indians of Graton Rancheria shall not discriminate because of race, creed, age, sex, color, national origin, religion, sexual orientation, marital status, medical disability or political affiliation.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to reasonable-suspicion drug testing.

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.

REVIEWED BY		TITLE	
APPROVED BY		TITLE	
DATE POSTED		DATE HIRED	

ACKNOWLEDGMENT

I have reviewed the content of the **Family Advocate Manager** position description and have been provided a copy of the position description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date