

**CHER-AE HEIGHTS INDIAN COMMUNITY
OF THE TRINIDAD RANCHERIA**
Job Description

Job Title:	Social Services Program Manager
Department:	Social Services
Supervisor:	Social Services Assistant Director
FLSA Status:	Exempt/Full Time
Prepared By:	TVSSA Consultant, Graciela Haas
Prepared Date:	2/15/2026
Approved By:	Social Services Director Angela Sundberg, CEO Jacque Hostler-Carmesin
Approved Date:	2/24/2026(CEO)

SUMMARY

Under the general supervision and in close coordination with the Social Services Director and the Social Services Assistant Director, the Social Services Program Manager will collaborate closely with the Assistant Director in the general operations and implementation of the Victim Services Program including, Victim Advocacy, Substance Use Disorder Services, Behavioral Health Services, and Elders' Services. The Program Manager will also assist in facilitation of program planning, outreach, agency referrals, and grant management. Additionally, the Program Manager will coordinate with the Assistant Director on future planning and on the development and implementation of new programs, as well as the identification and applying for new funding sources.

ESSENTIAL DUTIES

- Assists in the planning, formulation, coordination, and implementation of all departmental program activities.
- Collaborates with Social Services Assistant Director in the development of policies and procedures for all program activities.
- Assists Social Services Assistant Director in creating plans and developing grant applications that support the department's goals and objectives
- Acts as point of communication between Social Services Staff and Social Services Assistant Director about database and software issues.
- Aids Social Services Assistant Director in locating and applying for additional grant funding for the Social Services Department as needed.
- Supports Social Services Assistant Director in preparing, modifying and maintaining assigned grant budgets.
- Attends trainings and webinars to stay up to date on grant management and reporting.
- On-board and familiarize new employees with Victim and Social Services office policies and procedures.
- Oversees the maintenance of the Department's facilities and coordinates with Tribal departments on repairs, improvements, changes.
- Maintains effective professional working relationships with various social service agencies to

ensure effective delivery of services.

- Assists Social Services Assistant Director in implementing internal and external reporting systems and procedures for monitoring and controlling program activities.
- Shall work with a high degree of independence in administering services and in using agency or community resources.
- Coordinates department events as needed.
- **Additional Duties may be assigned as necessary for departmental needs.**
- **Supervisory Duties:** This position requires supervisory responsibilities.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies

- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions. Able to speak publicly and give presentations when needed.
- **Written Communication** - Writes clearly and informatively; Expresses and demonstrates professional business writing skills, Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- **Analytical:** Synthesizes complex information, collects, and researches data, designs workflows and procedures.
- **Problem Solving:** Identifies and resolves problems in a timely manner, develops alternative solutions, and works well in group situations.
- **Project Management:** Develops project plans, coordinates projects, completes projects on time and in budget.
- **Judgment:** Makes decisions, supports and explains reasoning for decisions, includes appropriate people in decision-making processes.
- **Planning/Organization:** Prioritizes and plans work activities, sets goals and objectives, organizes or schedules other people and their tasks. Coordinates and produces department and program events as needed.
- **Professionalism:** Approaches others in a tactful manner, treats others with respect, and follows through on commitments.
- **Adaptability:** Adapts to changes in the work environment, manages competing demands.
- **Attendance/Punctuality:** Consistently at work and on time, ensures work responsibilities are covered when absent.
- **Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Education and Experience:

- Bachelor's degree in Social Work or related field
- At least 5 years of experience in the social work field with increasing responsibilities throughout that time.
- At least 3 years of case management experience.
- Must adhere to confidentiality and HIPAA policies.
- Ability to navigate case management software.
- Proficiency with computers and Microsoft Office or similar programs.
- Must have strong written and verbal communication skills.
- Displays the ability to establish and maintain harmonious working relationships with other employees and the public.
- Ability to plan, organize and implement outreach programs that optimize participation, including those activities that involve volunteers.
- Ability to manage time well and work under stressful conditions with an even temperament.

Preferred Qualifications

- Experience working with indigenous populations and communities.
- Master's degree in Social Work or related field.
- Experience with project and program management.
- Experience and/or familiarity working with grants.
- Familiarity with Child Welfare Practices, Trauma informed practices, and rural social work.
- Experience and/or knowledge in victim services related fields that may include, but not limited to: civil and criminal court, domestic violence, case management, substance use disorder, and behavioral health.

Ability to:

- Read, analyze, and write program policy and procedures.
- Write reports, create spreadsheets and charts, and or logs.
- Effectively present information and respond to questions from groups of managers, Tribal Council, Community Council, customers, and the general public.

Other Qualifications:

- Must possess a valid Driver's License and be insurable by Trinidad Rancheria Insurance Policy.
- Must pass Tribal Background check.
- Must pass a pre-employment drug screen.
- Required to report any violation of a criminal statute within one working day of the charge or conviction to immediate supervisor.
- Must be able to travel 15% of the time.
- Indian preference for qualified applicants.

PHYSICAL DEMANDS AND WORK ENVIRONMENT**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; and drive long distances. The employee must occasionally lift and/or move up to 25 pounds for fieldwork and equipment transport.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate, performed indoors in an office setting.

Signature_____

Date_____