

# ONEIDA TRIBE OF INDIANS OF WISCONSIN

## Human Resources Department

### JOB DESCRIPTION

#### APPLY IN PERSON AT:

Human Resource Department  
909 Packerland Drive  
Green Bay, WI 54303



#### OR MAIL TO:

Human Resource Department  
P.O. Box 365  
Oneida, WI 54155-0365

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

#### APPLY ONLINE AT:

<http://oneida-nsn.gov>

**POSITION TITLE:** Family Support Services Director  
**POSITION NUMBER:** 02157  
**DEPARTMENT:** Child Support Enforcement/Social Services  
**LOCATION:** 2840 W Point Rd Green Bay WI  
**DIVISION:** Governmental Services  
**RESPONSIBLE TO:** Area Manager Social Services  
**SALARY:** E06 \$50,338/Annually (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Exempt  
**POSTING DATE:** July 22, 2016  
**CLOSING DATE:** August 3, 2016  
**Transfer Deadline:** July 29, 2016  
**Proposed Start Date:** As Soon As Possible

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

### **POSITION SUMMARY**

This position provides administrative, fiscal, and program supervision to the Family Support Services Department that includes Child Welfare Services, Child Support Services, and Prevention/Education Services. Incumbent will ensure that compliance to all program regulations and financial requirements are met and that services of a high quality are integrated, available, accessible, and efficiently delivered to anyone requesting services. Continuation of this position is contingent upon funding allocations.

### **DUTIES AND RESPONSIBILITIES:**

1. Provide management, supervision, and leadership to the Family Support Services Department staff to include hiring, orientation, training, scheduling, and evaluation of staff.
2. Direct the administration of the child support, child welfare, and prevention/education programs in compliance with Federal and Tribal laws governing the programs; establish and enforce policies, procedures, objectives, and goals to promote efficient and effective family support services
3. Develop, recommend, and implement changes to improve methods and achieve departmental goals.
4. Ability to assess and initiate action independently. Identify what needs to be done and address timely. Resolves external and/or internal customers concerns.
5. Assures department provides excellent customer service skills at all times to include, but not limited to, individuals, families, agencies, jurisdictions, and general public requests courteously and promptly.
6. Prepare and monitor department budgets and awards, in accordance with federal and tribal policies and procedures.
7. Assure department staff work in a cooperative, team-oriented, and problem solving manner in conducting the work of the department.
8. Accurately prepares and submits required program reports and plans to the federal and state funding sources within required time frames.
9. Represent the Family Support Services Department at tribal, state, and federal meetings:
  - a. Participate in Board and Committee meetings with prior approval or as needed/required.
  - b. Participate in team meetings at program level as needed/required.
  - c. Attend tribal, county, state, and private sector meetings that involve program and service issues.
10. Plan, develop, coordinate, and implement community education and awareness activities for the Oneida community.

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### **Family Support Services Director**

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#### **DUTIES AND RESPONSIBILITIES: (Cont.)**

11. Establish and maintain collaborative relationships with other tribal, county, state, and federal agencies to provide the highest quality of services to meet the needs of the Oneida community.
  12. Work with the State of Wisconsin on developing memorandum of agreements and contracts.
  13. Develop a system to maintain confidential tax records to protect the privacy of the consumers.
  14. Maintain and adhere to compliance with applicable tribal, federal, and state statutes.
  15. Take the lead in the identification and development of grant opportunities relating to program area as needed or directed.
  16. Ability to assess and provide direction in crisis situations and make referrals or policy procedure decisions as needed/directed. Willingness to make difficult decisions in a timely manner.
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17. Works in collaboration with the Directors to provide holistic services.
  18. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
  19. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
  20. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Frequently walk and sit; reach with hands and arms.
2. Occasionally stand and stoop, kneel, crouch, or crawl; lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in an office setting with a moderate noise level.
4. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### **STANDARD QUALIFICATIONS:**

1. Knowledge of creating budgets, budget planning, program planning and evaluation.
2. Knowledge of working effectively with federal and state agencies.
3. Skill in working with grants and the respective agencies to include accurate and timely reporting.
4. Skill in setting goals, developing strategies and schedules for meeting goals and anticipating obstacles and alternative strategies.
5. Ability to learn and retain thorough knowledge of federal, state, and tribal laws and regulations regarding child support.
6. Ability to process information effectively, to learn new material, identify and define problems and to make decisions independently.
7. Ability and willingness to be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
8. Manage change and possess the ability to inform and communicate verbally and in writing in diverse situations.
9. Ability and willingness to be tactful mature with the ability to develop and maintain effective working relationships with a variety of individuals and groups in a complex multi-cultural environment. Well developed interpersonal skills are required.
10. Ability and willingness to employ a participative management style advocating team concept. Must be a team player and have the ability to work under the pressure of strict deadlines.
11. Excellent organizational skills are required. This requires the incumbent to plan, organize and schedule priorities efficiently and effectively, and successfully cope with stressful situations and conditions.
12. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
13. Must be willing and able to obtain additional education and training.
14. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
15. Must pass a background security check prior to and during the course of employment with the Oneida Nation in order to meet the Employment Eligibility Requirements and/or the Tribal State Compact and/or the Tribal Gaming Ordinance as they pertain to the position and the location of the department.
16. A valid driver's license, reliable transportation, and insurance. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal and Tribal vehicle under the Oneida Tribe's Vehicle Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

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**PREFERRED QUALIFICATIONS:**

**Applicants please clearly state on the application/resume if you meet these qualifications.**

1. A Master's Degree in Public Administration, Social Work or closely related field from an accredited college or university.

**MINIMUM QUALIFICATIONS:**

**Applicants please clearly state how you meet these qualifications on the application/resume.**

1. A Bachelors Degree in Business, Public Administration, Social Work or closely related field from an accredited college or university with two (2) years of progressive successful management experience; two, (2) year previous progressive supervisory experience to include hiring, evaluation, and supervision of staff, short and long term planning, monitoring of budgets and creating WIN/WIN situations; an equivalent combination of education and experience may be considered.
2. A minimum of two (2) years of grant management experience.

**ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of diploma, license, degree or certification upon employment.**