



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Social Services Program Coordinator
Department: Social Services
Supervised by: Social Services Director or designee
Pay Grade: NE4-\$21.46 -\$27.89 (\$44,627 - \$58,016 annual) DOQ
FLSA: Non-Exempt, Hourly / Regular; Full Time, Grant Funded Position

Position Summary: The Social Services Program Coordinator will be responsible for administering federal funding for the delivery of various social services programs dependent on funding: LIHEAP, Child Care Development Fund (CCDF), BIA General Welfare Assistance Program, Emergency Shelter Program. The Program Coordinator is responsible for providing excellent customer service to clients and customers in need of assistance; for example, greeting clients, responding to questions, accepting applications, processing applications, tracking services, and reporting on the services provided by the Social Services Department. This will be accomplished by following the guidelines of each program, maintaining the integrity and confidentiality of all clients and program services, providing community outreach opportunities, preparing clear, concise, and accurate client/program financial and statistical reports, documents, or correspondence.

Indian Preference: *The Bishop Paiute tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.*

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

ESSENTIAL DUTIES:

- Customer oriented in delivering excellent service to both internal and external customers in a friendly, courteous, and professional manner.
- Creation, review, and update of policies and procedures as it relates to Social Services programs and projects.
- Provides participants with regular contact and communication, referral and resource support to supporting internal and external agencies, coordination of support services and long-term self-sufficiency plan development.
- Encourage self-sufficiency by providing resources from the community such as locating supportive service opportunities, housing programs, employment assistance, mental health and/or substance abuse treatment, transportation (public transportation), and educational programs.
- Transports participants as needed to support mental health and/or substance abuse treatment, employment, education, cultural engagement, etc.
- Participate in regular staff meetings and planning meetings for development and maintenance of onsite, social distances programs, services, and activities.
- Screens, interviews and processes applications for Bishop Paiute Tribe's Social Services programs.

- Completes all administrative paperwork for all applicable programs.
- Submission of program reports to ensure continued program funding.
- Provides information and assistance to tribal members concerning requests regarding program applications and eligibility.
- Reconciles vendors' invoices/timesheets and prepares payment requests to Fiscal Department.
- Provides information and assistance to tribal members requests for any Social Services program.
- Maintains current information on services available including basic eligibility requirements.
- Coordinate with local service agencies and entities to collaborate for increased program services.
- Monitors grant and general fund budgets and ensure fund availability.
- Track services and assist clients with referrals as needed.
- Maintains high standards of confidentiality for all Social Services programs.
- Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

Education and Experience:

- High school diploma or GED required.
- Associate's degree in human services, sociology, or in a related field preferred.
- Minimum of two years' para-professional, technical, or administrative experience performing case management responsibilities.
- Minimum of two years' customer service experience.

Other Requirements:

- Ability to manage and prioritize multiple assignments and meet deadlines.
- Must be available to be on call after hours, holidays, evenings and weekends for work as scheduled and/or in the event of emergencies.
- Must be personable and polite with the ability to use discretion, initiative and good judgement in dealing with tribal members and the general public in the performance of duties.
- Must have a valid California Driver's License and be insurable under the Tribe's existing automobile insurance policy. Must comply with the Bishop Paiute Tribe's organizational policies.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in Paiute language, ceremonial and cultural event recognition, etc.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

Decision Making – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make the responsible decision.

Interpersonal Skills - the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.

Analytical Skills - Ability to analyze operational, statistical and financial information and draw logical conclusions; compare and interpret facts and figures.

Communication – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives and letters.

Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.

Time Management – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.

Detail Oriented – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.

Adaptability – the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.

Reliability – the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

Organized – the individual keeps clean and organized workspace and projects.

Motivated – the individual inspires self and others about them to get the job done and follow through on tasks.

Technology Skills – Operates various word-processing, spreadsheets, accounting, HR and database software programs in a Windows environment.

Safety Oriented - Observes surroundings to maintain a safe working environment for community members and co-workers.

PHYSICAL REQUIREMENTS

- Ability to work long hours as needed.
- Ability to frequently stand, walk, sit, perform desk-based computer tasks, and use a telephone.
- Ability to occasionally kneel or crouch.

I hereby acknowledge that I have read and reviewed this Job Description with my Supervisor / Manager. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted job responsibilities/conditions.

Employee
Signature: _____

Date: _____

HR
Signature: _____

Date: _____

Manager/Supervisor:
Signature: _____

Date: _____