# JOB DESCRIPTION

**Job Title:** Health and Human Services Director  
**OPEN until FILLED**

**Location:** Mashpee Wampanoag Tribe Community & Government Center

**Reports To:** Tribal Operations Leadership Team

**Status:** Full-Time (35 hours)

**Salary Range:** $58,930.00 - $80,220.00 (medical, dental, vision)

**SUMMARY:** The Mashpee Wampanoag Tribe is seeking a professional director of Health and Human Services, eager to help build a high performing HHS dept. The optimal candidate will have experience in Child and Family Services. The primary role to perform excellence in the leadership, management, administration, and delivery of client/customer health and human services & dept.

HHS’s department goal is to promote the health and well-being of tribal children and families in the pursuit of safety, health, self-determination, education, and economic opportunities. The HHS Director fills a critical role in the delivery of quality children & family, health & human services.

The ideal candidate possesses a high level of initiative, motivation, dedication, organizational and managerial skills, and has experience managing employees, and the administration of federal grants. The HHS director oversees the day to day management of multiple programs including but not limited to CFS, ICWA, LIHEAP, and child care development. This position supervises program managers, and caseworkers in the achievement of their work meeting the tribe’s short and long range goals. The HHS director is responsible for implementing/integrating policies, identifying risks, and developing strategies to prevent harmful activities or practices. The director is responsible for managing dept. grant program(s) performance and compliance, and annual audit results. This position oversees the day to day progression of reuniting children & families, and for the quality of care, quality of HHS, and the ongoing protection of the tribe’s children & families.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The Tribal Health & Human Services Director shall be responsible for performing, but not limited to the following task:

- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Resolve client and customer complaints or answer client/customers' questions regarding policies and procedures, providing complete problem solving and associated solutions and development day by day.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints and disputes.
- Review records or reports pertaining to activities such as employees under the HHS department, payroll, or travel time to verify details, monitor work activities, or evaluate performance.
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
• Prepare and issue work schedules, deadlines, and duty assignments for office and administrative staff and field staff.
• Interpret and communicate work procedures and company policies to all staff.
• Evaluate employees' job performance and conformance to regulations and recommend appropriate personnel action.
• Train or instruct employees in job duties or company policies or arrange for training to be provided.
• Research, compile, and prepare reports, manuals, correspondence, or other information required by management or governmental agencies.
• Implement corporate or departmental policies, procedures, and service standards in conjunction with management.
• Develop, implement and monitor the HHS budget
  o Develop work schedules according to budgets and workloads
  o Compute figures such as balances, totals, or balancing budget.
• Coordinate activities with other supervisory personnel or with other work groups, committees or departments.
• Participate in the work of subordinates to facilitate productivity or to overcome difficult aspects of work.
• Make recommendations to management concerning such issues as staffing decisions or procedural changes.
• Develop or update procedures, policies, or standards.
• Maintain records pertaining to inventory, personnel, orders, supplies, or machine maintenance.
• Consult with managers or other personnel to resolve problems in areas such as program performance, output quality, or work schedules.
• Analyze financial activities of the tribal and federal grant programs, providing input into budget planning and preparation processes.
• Design, implement, or evaluate staff training and development programs, client/customer service initiatives, or performance measurement criteria.
• Keep informed of provisions of employee handbook regulations and other policy updates and their effects on departmental operations.
• Discuss work problems or grievances with supervisor.
• Plan for or coordinate office services, such as equipment or supply acquisition.
• Manage Foster Care Family and Child Reunification and Stabilization program and
  • Directs and implements strategic planning, monitoring and performance reports and reviews
  • Leads activities in compliance with all MWT, U.S Federal Govt. statutory requirements
  • Leads discussion in meaningful consultation with MWT community, tribal, state, & federal leaders
  • Collaborates with and in HHS, and Foster Care Parent Committees
  • Executes activities aligned with the overall goals and objectives of the tribe.
  • Direct and monitor the routine self-assessment audits of HHS
  • Supervise, and assign client cases to CFS Caseworkers and manager performance expectations with individuals, families, providers of service, and community partners)
  • Provides direct leadership, supervision, resources and assistance in;
    o the planning and coordination of services for emergency sheltering and crisis intervention
    o assistance in the coordination of emergency & clinical support to individuals and families
    o key participation with caseworkers, and program managers on high risk clients
    o to improve their social and economic home environment
To protect children and their families so as to maximize the family’s well-being

- Assists, advises and aids individuals and tribal families requiring assistance in compliance with Indian Child Welfare Act (ICWA)

- Responsible for the health and human services intake processes and policies governing the department’s performance.
- Work in coordination with all appropriate departments
- Supervises and assist MWT children and families to improve their social and economic home environment;
- Provides direct leadership, supervision and training of staff in providing client individually, in family, or in other small group settings regarding plans for meeting needs, and aids client to mobilize internal capacities and environmental resources to improve social functioning.
- Refers clients to community resources and other organizations.
- Coordinate available resources to meet clients’ families’ needs.
- Participates in regularly scheduled case performance reviews.
- Responsible for case management system and record-keeping requirements.
- Attend and participate in court hearings as necessary.
- Responsible for the review and maintenance of accurate case records of assessment, activities, and plans; write summaries, reports, and correspondences.
- Oversee the evaluation of service needs
- Remain current on issues related to services for families, children, and the Tribe; and Federal or State legislation or regulations in relation to social service delivery.
- Collaborates with the Department of Children & Families (DCF) ICWA trainings and presentations.

**Education/Experience**

A Bachelor’s degree is required in Health and or Human Services, or a related field, having basic knowledge of social work theory and practice, with a concentration in human and/or social services and a minimum of two years of supervisory experience in managing direct report employees. Consideration given for 5 or more years of experience in managing caseworkers, or other employees, as a possible equivalency to the required education degree. Master’s Degree preferred.

**Certificates and Licenses:**
Licensed Social Worker preferred

**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.

**Additional Requirement:**
- Must have valid Driver’s License
- Must pass a CORI criminal background check
- Must provide 3 professional employment references
- Must pass employee drug screening
Please send a cover letter, resume’ and references to: c/o Human Resources
Mashpee Wampanoag Tribe
483 Great Neck d. South
Mashpee, MA 02649
Email Kayla.Gomes@mwtribe-nsn.gov

Preference is given to qualified Native American candidates in accordance with the Indian Preference Act of 1934 (Title 25, U.S.A., Section 472)