



**SOKAOGON
CHIPPEWA
COMMUNITY**
Mole Lake Band

Position:	<i>HFA FFHV Program Manager</i>
Location:	<i>Sokaogon Chippewa Family Services</i>
Hours:	<i>Full-time, 40 hours per week</i>
Salary:	<i>Commensurate with Education/Experience</i>
Reports to:	<i>Family Services Director and FFHV Program Director</i>

Job Summary:

This is a dual role. The Program Manager (PM) is responsible for the day-to-day, hands-on management of the site, and is involved in planning, budgeting, staffing, training, quality assurance, and evaluation. PMs are also responsible for ongoing collaboration with community/state partners, public relations, and maintaining positive working relationships with early childhood partners and providers. Receives regular supervision according to the personnel policies of the agency and in accordance with HFA standards. Provides weekly and ongoing supervision for direct service staff. Protects the integrity of the program and demonstrates respect for the parallel process by supporting, guiding, and building on the strengths of staff so that they may best support, guide, and build on the strengths of the families served. Daily attendance is an essential function of this position.

Duties and Responsibilities:

- Functions as team leader, conducting team meetings and planning groups, and provides daily support and crisis management.
- Promote both staff and site accountability to reduce staff burnout and turnover by providing support.
- Allocate a time for each staff person to receive the frequency and duration of supervision required based upon the HFA standards and monitor it closely.
- Implement and maintain HFA standards, department policies, and other applicable policies.
- Help staff maintain perspective, evaluate their own performance, increase personal and professional development, learn and practice new strategies to effectively work with families, and develop reflective capacity, and ultimately enhance the quality of services families receive.
- Attend training sessions and meetings as scheduled to comply with HFA standards and to stay current. Intensive training within the first year with travel is required.
- Acts as a liaison with other agencies and monitors contracts as well as ongoing program development.
- Engage in networking to remain current on the availability of health and human services available to Native American, ensuring all services are delivered in a culturally competent manner.
- Assist in the selection of staff, participate in orientation and training, conduct record reviews, assist in the data collection system, and implement quality assurance plan, and monitor the performance of direct service staff.
- Create excel spreadsheets, oversee outlook calendars, understand data, and effective time management of position, including overseeing staff time management.
- Develop and distribute promotional materials to raise awareness of the program and its services.
- Must have a working knowledge and be able to adhere to all tribal ordinances, policies and procedures, EPA permitting process, THPO permitting process and any other regulations that are applicable to the grant projects.
- Perform other duties as assigned.

Qualifications (Education, Experience, Knowledge, Skills, Abilities):

- Master's degree in public health or human services or fields related to working with children and families, or bachelor's degree in these fields with 3 years of relevant experience, or less than a bachelor's degree but with commensurate HFA experience.
- A solid understanding of and experience in managing staff with humility, as well as providing support to staff in stressful work environments.
- Administrative experience in human services or related fields, including experience in quality assurance and continuous quality improvement.

- Willingness to engage in building reflective practice (e.g., capacity for introspection, communication awareness of self in relation to others, recognizing value of supervision, etc.).
- Knowledge of infant and child development and parent-child attachment.
- Experience with family services that embrace the concepts of family-centered and strength-based service provision.
- Knowledge of parent-infant health and dynamics of child abuse and neglect.
- Experience in supporting culturally diverse communities/families.
- Experience in home visiting with a strong background in early childhood prevention services.
- Experience in reflective practice is preferred.
- Experience in Microsoft Office.
- Infant Mental Health Endorsement preferred.
- Must possess a valid driver's license and auto insurance in your name and have access to reliable transportation to be able to travel.

Pre-employment/random drug tests and a background check will be required for this position.

Native American preference is granted according to PL 93-638

Submit completed applications and resumes to:

Sokaogon Chippewa Community

Human Resources Department

3051 Sand Lake Road

Crandon WI 54520

(715) 478-7663

Email: hr@scc-nsn.gov

Posting Date: January 5, 2026

Closing Date: Until Filled