



**PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2026-057
JEMEZ HEALTH & HUMAN SERVICES
SOCIAL SERVICES
SOCIAL SERVICES PROGRAM MANAGER**

Position Title:	Social Services Program Manager	Pay Level:	\$66,940.56-\$100,410.84
Position Open Date:	7/15/2026-Until Filled	Classification:	Exempt
Position Status:	Full-Time	Location:	Social Services
Supervisor:	Community Programs Officer		

POSITION SUMMARY:

Responsible for planning, directing, administering, and evaluating the Pueblo of Jemez Social Services Program and supervising program staff. Manages comprehensive, culturally responsive social service programs that address the social needs of individuals and families through case management, interdisciplinary care coordination, behavioral health collaboration, family advocacy, elder services, child welfare, crisis intervention, and community-based support services. The Program Manager collaborates with Tribal Courts, the Jemez Police Department, healthcare providers, schools, community organizations, and Tribal, state, and federal agencies to coordinate services and strengthen social support systems that promote individual, family, and community well-being.

The Program Manager ensures compliance with Tribal, federal, and state laws, regulations, grant requirements, and applicable program standards while developing sustainable service delivery models that support Medicaid reimbursement where applicable. This position works closely with clinical and community programs to strengthen care coordination, improve access to services, support positive health and social outcomes, and promote as integrated system of care for the Pueblo of Jemez.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

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.

EDUCATION & EXPERIENCE:

Master's degree in Social Work; AND five (5) years of professional experience in providing social services; two (2) years of which were in a supervisory/managerial role.

Experience working in or with Tribal, State and Federal Governments preferred.

Experience with grant administration, program compliance, and Medicaid reimbursement processes is preferred.

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License with an acceptable driving record.

Background Investigation

Licensed Master Social Worker (LMSW) or Licensed Clinical Social Worker (LCSW) in the State of New Mexico, or eligible to obtain New Mexico social work licensure within twelve (12) months of hire.

Current CPR and First Aid certification, or the ability to obtain certification within three (3) months of hire.

Ability to successfully pass all required backgrounds checks, including those required for working with children, vulnerable adults, and protected populations.

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting and use standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

ESSENTIAL FUNCTIONS:

- Plans, organizes administers, and evaluates the daily operations of the Social Services Program to ensure the delivery of high-quality, culturally responsive services that meet the needs of the Pueblo of Jemez community.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Plans goals, objectives, procedures and work standards for the program; provides input into the budget and administers the budget for the program.
- Conducts community and client needs assessments to identify service gaps, evaluate program effectiveness, recommend program improvements, and develop new services that address emerging community needs; develops strategies to ensure the highest level of quality service and care to the seniors.
- Oversees the planning, coordination, and delivery of direct and supportive social services, including family assistance, elder services, child welfare, crisis intervention, domestic violence services, case management, emergency assistance, and programs administered under the Indian Child Welfare Act (ICWA).

- Reviews proposed legislation; prepares written recommendations and testifies at legislative hearing as appropriate.
- Performs a variety of special studies and reviews; evaluates alternatives, makes recommendations and prepares narrative and statistical reports; develops training programs and educational materials related to department programs and services.
- Confers with inter-and intra-departmental managers regarding service provision and coordination; represents the department in meetings with service providers and other public and private organizations.
- Ensures adherence to federal, state and local laws, rules and regulations.
- Contributes to the overall quality of the unit's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Principles and operational practices of social work, case management, crisis intervention, family systems, and community-based service delivery.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Administration, operation, and evaluation of social services programs, including family assistance, child welfare, elder services, domestic violence services, and emergency assistance programs.
- Principles and practices of providing social services to culturally diverse populations.
- Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline, administrative principles and practices, including goal setting and program development, implementation and evaluation.
- Principles and practices of budget development and administration.
- Principles and practices of grant administration.
- Applicable laws, codes and regulations, to include HIPAA, OSHA, AAAHC accreditation, and other applicable regulatory or professional standards.
- Computer applications related to the work.
- Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
- Working knowledge of the Indian Child Welfare Act (ICWA), Tribal child welfare systems, and applicable federal, state, and Tribal child welfare laws and court processes.

Skill in:

- Developing, implementing and administering goals, objectives, and procedures for providing effective and efficient community services programs.
- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Training others in policies and procedures related to the work.

- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Developing and administering the budget for assigned programs.
- Interpreting, applying and explaining applicable laws, codes and regulations.
- Preparing accurate, clear and concise medical documentation, reports, correspondence, records and other written materials.
- Using initiative and independent judgment within established policy guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Skill in crisis intervention, de-escalation, and conflict resolution.
- Skill in effective interpersonal, written, and verbal communication with diverse populations and multidisciplinary teams.
- Skill in establishing trust and maintaining productive working relationships through professionalism, cultural humility, empathy, and respect.
- Skill in maintaining confidentiality and handling sensitive information with discretion, integrity, practicing the highest form of professional ethics, and sound professional judgment.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024