

**BRISTOL BAY NATIVE ASSOCIATION  
EXEMPT POSITION DESCRIPTION**

**POSITION TITLE: Division Manager; Data Entry Services**

**OBJECTIVE:** This position has oversight of the critical first steps of client engagement including outreach, welcoming clients in a culturally sensitive dignified manner, gathering application information, and entering data into the Workforce Development database system; *TAS*. To achieve this, the Manager has oversight of a team which includes staffing for outreach, administrative support, assistance for clients who need help completing applications and data entry specialists. The Division Manager will collaborate closely with the WFD team of Division Managers for Eligibility, Case Management and Data Processing to ensure clients have the least complicated, most efficient access possible within all-inclusive family service plans. Each Division Manager experiences a role in case management in order to promote cross training and respond to changes as they evolve.

**QUALIFICATIONS:** Job qualifications are stated below as Essential Job Results. Candidates must demonstrate the ability to accomplish these job results.

**Preferred:** Undergraduate degree in a related field, + three years progressive experience at a managerial level including supervision. Related work experience with increasing management responsibility may be substituted for formal education at BBNA discretion. Specialized experience in data entry and data management programs is valuable.

**Required:** Proficiency in data base and word processing programs. Excellent written and verbal communication skills. Capable of overall responsibility with limited supervision. The ability to develop strong collaborative relationships within BBNA, regional service providers, and consumers. Work requires personal transportation; AK Driver's license and proof of insurance. Familiarity with Bristol Bay area, people, and cultures and the unique challenges of service delivery in remote Alaska.

Complete achievement of the above specifications may not be required if, in the opinion of BBNA a particular candidate possesses significant offsetting characteristics, such as past accomplishments, experience, education, or estimate of future potential.

**ESSENTIAL JOB RESULTS**

**UNDERSTANDING AND INTERPRETING COMPLIANCE AND OVERSIGHT REQUIREMENTS**

*by*

1. Comprehending Public Law 102-477, the Workforce Investment Opportunity Act (WIOA), and Dept. of Education Tribal Vocational Rehabilitation (TVR) services.
2. Being aware of the Public Law 102-477 Workforce Development Division services and related procedures.
3. Keeping current on program regulations and procedures and applying that knowledge in all aspects of program development, service structure, service delivery and staff supervision.

**ACCOMPLISH DIVISION GOALS AND OBJECTIVES**

*by*

1. Having oversight of the critical first stage of WFD client engagement. The data collected at

this step will set the stage for determining eligibility, services, and case management.

2. Ensuring outreach and a culturally appropriate, welcoming first contact.
3. Ensuring that applicant data is collected and entered into the TAS database system in a timely manner.
  - a. Having oversight of data collection and reporting requirements for all services.
  - b. Ensuring program data entry is kept up to date
  - c. Monitoring, and tracking accessibility of information in the WFD database.
4. Providing administrative support for reception, incoming applications as well as general program such as travel.
5. Ensuring help is available to clients who need assistance filling out applications.
6. Working with the WFD 477 services management team and in close coordination with other resource managers, to avoid duplication of services and ensure clients have the least complicated, most efficient access possible within all-inclusive family service plans.
  - a) Maintaining a culturally appropriate service structure that is, ethical, and delivered in a manner which promotes self-sufficiency.
  - b)
  - c) Coordinating with other programs that require home visits in order to reduce unnecessary intrusion and confusion for clients.
  - d) Collaboration and coordination of additional services for adult and youth populations to the extent allowable by program regulations.
  - e) Anticipating applications by individuals and families through close coordination with other resources.
  - f) Participating in case consultation with staff and partners to strengthen and document decisions made by staff.
7. Performing as a role model for high ethical standards, diplomacy, tact, and respectful communications with all individuals.
8. Having a direct role in case management along with other Division Managers to include oversight of contract compliance and authorization of service determinations.
  - a) Screening case files to identify errors made in service determinations and monitoring for timely follow up. Monitoring and evaluating determinations based on regulatory requirements and program plans.
  - b) Consulting with Department Director for policy clarification and interpretation as needed.
  - c) Monitoring appropriate application of grievance and appeals procedures.

## **ACCOMPLISH STAFF RESULTS**

*by*

1. Direct supervision and delegation.
2. Developing staffing plans, participating in the selection process, and timely staff evaluations.
3. Motivating staff towards excellence.
4. Leading the Data Entry Services team towards effective methods of handling difficult situations in a professional manner.
5. Ensuring professional development plans are in place for training / developing staff to assure services are delivered consistently in a coordinated efficient and professional manner.
6. Communicating job expectations and delegating responsibility.
7. Completing BBNA internal documents accurately and correctly routing them in a timely manner.

## **PROVIDE FISCAL MANAGEMENT**

*by*

1. Operating within the budgetary obligations of BBNA's 477 programming.
2. Understanding BBNA's financial operating procedures related to purchasing and authorization process; using this knowledge to advise staff, authorize payments, purchases, or seek further authorization required based on dollar amount.
3. Producing timely and accurate data for fiscal reports required by funding agencies.
4. Understanding and carrying out responsibilities under state and federal contractual agreements.

## **KEEP MANAGEMENT INFORMED**

*by*

1. Implementing the WFD Eaglesun software across all programs in order to produce accurate data, increase service integration, and provide opportunity for management review.
2. Communicating to the Department Director about major changes or problems which may impact service delivery.
3. Developing written detailed goals and objectives for Director approval and required reports.
4. Providing periodic written documents and program reports for grant administration.
5. Participating in Division Manager/Department Director meetings.
6. Work with Department Director on the utilization of MOA/MOU's with Tribal Councils and partners that increase effectiveness enhancing leverage of program services.

## **MONITORS AND IMPROVES PROGRAM AND SERVICE QUALITY**

*by*

1. Having a "hands on" role in actual case management along with other Division Managers in order to promote cross training and respond to changes as they evolve.
2. Monitoring and being prepared to respond to key federal, state, and tribal initiatives which may impact services.
3. Developing and implementing quality assurance reviews.
4. Involving staff in establishing goals and objectives and making recommendations for changing needs.
5. Evaluating Data Entry Services performance outcomes against goals and objectives.

## **BUILD COMMUNITY AND PARTNER RELATIONSHIPS**

*by*

1. Building and maintaining collaborative professional relationships within BBNA programs and regional service partners to minimize duplication of services.
2. Representing BBNA 477 programs effectively on community wide interagency councils, service integration efforts and other planning initiatives and developing formal / informal networks with a wide variety of individuals, community and agency representatives.

**ACCOMPLISH TRAVEL IN AND OUT OF REGION**

*by*

Scheduling well planned trips to provide services, participate in training, workshops, and to ensure communications and exchange of current information significant to Village, Regional, Tribal, State, and Federal entities. This position requires frequent in and out of region travel.

**PROTECT PROGRAM INTEGRITY AND CLIENT PRIVACY**

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- 1. Agreeing to BBNA’s policy on confidentiality, keeping confidential information gained through employment secure, during and after this employment.
- 2. Ensuring staff’s compliance with strict confidentiality policy and procedures.

**CONTRIBUTES TO OVERALL TEAM EFFORT**

*by*

Welcoming new and different work requirements; exploring new opportunities to add value to the organization; helping others accomplish related job results as and where needed.

**REPORTS TO:** Workforce Development Department Director

**DUTY STATION:** Dillingham, Alaska

**WAGE:** \$57,505.50/yr - \$78,409.50/ yr 29.49/hr – 40.21/hr

**REPORTS TO:** Workforce Development Department Director

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Employee Acknowledgement	Date
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Supervisor	Date
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Human Resources Director	Date
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