



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 121019-26

OPENING DATE: 02/10/2026

CLOSING DATE: 05/11/2026

POSITION:	In-Home Service Program Manager	POSTED: IN/OUT
PAY GRADE:	E5 (\$26.30/hr. - \$36.83/hr.)	
FLSA STATUS:	Exempt	
POSITION TYPE:	Full Time	
FUNDING SOURCE:	POI Funded	
DEPARTMENT:	Elder Center	
REPORTS TO:	Director, Elder Center	
BACKGROUND LEVEL:	Child/Elder	

JOB PURPOSE: Achieves the Personal Care Options (PCO) Program goals and objectives by planning, directing, monitoring and evaluating the daily operation of all departmental functions and staff. Ensures the efficient and effective provision of personal care services to meet the needs of the of Isleta Pueblo elderly.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Advocates for patients and clients receiving personal care services; works closely with third-party assessor, who approves hours of care and care plan; assists with case appeals.
- Alerts physician to any changes in health status of care recipients.
- Provides case management for client services.
- Monitors flow sheet on the care recipients.
- Provides education and training to the care recipient, family members and caregivers, regarding health and wellness; makes monthly home visits.
- Documents and reports any non-compliance or refusal of services by the recipient as established by the regulation.
- Ensures compliance with all applicable State and Federal regulations and Labor Laws; acts as a liaison in the aging network and other service providers.
- Develops program materials to and presents an overview of the program to clients and staff.
- Administers competency test to home care attendants.

- Prepares and/or monitors documents for payroll and submission for Medicaid reimbursement; verifies every month that all clients are still eligible for Medicaid.
- Works with the program assistant to submit all required reports to the funding agencies.
- Plans, directs, and monitors department productivity and quality goals.
- Manages department budget; coordinates financial and budget activities for maximum operational efficiency.
- Develops and/or assists in writing proposals and grants to secure additional funding and grant monies for continuation and expansion of program services.
- Maintains current working knowledge of trends in PCO elderly services.
- Prepares and presents reports on the status, activities and plans for current and future operations; keeps leadership and other departments informed of status of program activities by attending meetings and submitting reports.
- Hosts regular staff meetings to ensure communication among staff regarding program related activities and performance expectations.
- Creates policies and procedures for staff to ensure consistency and adherence to program goals.
- Enhances professional growth and development through participation in seminars, educational workshops, classes and conferences.
- Performs other duties as assigned.

SUPERVISION RESPONSIBILITIES:

- Manages Home Health Attendants and administrative staff in the provision of PCO services; provides coaching, counseling, training and feedback to employees; assigns, reviews, and delegates work and job responsibilities to designated staff.
- Hires, evaluates, disciplines and develops professional staff.
- Coordinates training, orientations and continuing education of staff.

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- Bachelor's Degree in Social Work, Counseling, Gerontology, Nursing or related field.
- Two years work experience in social services, case management, or working with elderly including one year supervisory experience; or equivalent combination of education and experience.
- First Aid and CPR Certification.
- Ability to speak Tiwa is preferred.
- Must be able to pass a TB screening.
- Valid New Mexico driver's license with ability to meet Pueblo of Isleta liability insurance requirements and maintain eligibility for insurance.
- Must pass background check for position.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Knowledge of applicable federal, state, county and local laws, regulations, and requirements.
- Knowledge of department organization, functions, objectives, policies and procedures.
- Knowledge of budget preparation.
- Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.

- Knowledge of the effects of aging on the physical, mental and emotional development of individuals.
- Knowledge of nutrition, disease prevention and healthcare.
- Knowledgeable of safety issues for elders and respond quickly and calmly in an emergency situation.
- Skill in socializing and working with elders.
- Skill in preparing, reviewing, and analyzing operational and financial reports.
- Skill in supervising, training, and evaluating assigned staff.
- Skill in making effective decisions in emergency situations.
- Ability to interpret applicable federal, state, county and local laws, regulations, and requirements.
- Ability to work independently and meet strict time lines.
- Ability to communicate efficiently and effectively both verbally and in writing.
- Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
- Ability to create and present effective speeches and presentations.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to establish and maintain professional relationships with the public and co-workers.
- Ability to make solid decisions and exercise independent judgment.

PHYSICAL DEMANDS:

- Talk, hear sit, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Position requires frequent lifting of 25 lbs.

WORK ENVIRONMENT:

- Work is performed in a typical interior/office, home, or elderly community center environment.
- Employee may be exposed to unpleasant odors, bodily fluids, and infectious disease.
- Frequent interaction with the public.
- Travel within and outside of the Pueblo area is required.
- Evening or weekend work required.
- Noise level is usually minimal.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.