

Job Title	Director of Family Support Services
Employer/ Agency	Casa de Esperanza de los Ninos
Job Description	<p>POSITION SUMMARY: The Director of Family Support Services is a management level professional who supervises delivery of Family Support Services by providing direct supervision to case management staff. Family Support Services includes services for families after the child has been in foster care with Casa de Esperanza and services for Casa de Esperanza's adoptive clients (child and adult) after the finalization of an adoption. The role of the Director of Family Support Services is to assure the quality of services provided to recipients, coordinate day-to-day operations of the department, and recommend and implement changes that improve delivery or services. The individual in this position can prioritize client needs, assess resource availability, and manage the delivery of services. The Director of Family Support Services is familiar with community resources and actively works to identify and cultivate relationships with community professionals. The person in this role must be responsive, professional, maintain client confidentiality, and balance compassion with appropriate boundaries.</p> <p>ROLES AND RESPONSIBILITIES:</p> <p>1. Department Supervision & Leadership</p> <ul style="list-style-type: none"> • Lead a team of case management staff <ul style="list-style-type: none"> ○ Set expectations for service delivery to clients and ensure that high quality services are delivered. ○ Conduct team meetings at least on a weekly basis and individual meetings on a bi-weekly basis; conduct annual performance reviews ○ Directs the daily operations of the department and how supervisees use time • Manage department budget. Approve Expense Reports of supervisees. Discuss client expenditures with the team, particularly those that are outside of the monthly budget, such as electricity bills, medications, food, motels, etc. Participate in determining program's annual budget in conjunction with the Director of Finance • Establish goals, objectives, and strategies for the department, including identification of appropriate capacity building opportunities including training. Recommends changes to improve service delivery, implements changes and new programming • As needed, assist supervisees with direct client services including: observe case management visits; aid in distribution of basic needs, holiday, and back to school items; and assist in client crisis situations

	<p>2. Collect, Communicate, and Report on Department Activities</p> <ul style="list-style-type: none"> • Ensure that department maintains accurate service documentation for statistical purposes • Communicate regularly with Development Team about metrics for department • Complete board reports and other documentation on a quarterly and as requested basis <p>3. Liaise with Other Departments</p> <ul style="list-style-type: none"> • Coordinate with the casework team during child's transition from Residential Care to After Care and participate in discharge planning. Share information about potential readmissions when referral is made. • Communicate with the Development & Volunteer Team on the need for in-kind donations and management of pantry volunteers <p>4. Collaborate with Community Partners</p> <ul style="list-style-type: none"> • Act as Community Partner Site Manager with DHHS (Including Medicaid, SNAP, and TANF) • Maintain required training as Community Partner Site Manager and ensure Residential Team maintains all required training • Serve as primary contact for Houston Food Bank and place orders as appropriate • Seek out and develop relationship with community resources such as health systems, vocational opportunities, and social service agencies for client referrals
Qualifications	<p>EDUCATION: An undergraduate degree from an accredited college in Social Work, Human Services, or a related field. Master's Degree preferred</p> <p>EXPERIENCE: Minimum of 5-10 years of experience in a social services organization. Direct experience supervising a case management team preferred</p> <p>MINIMUM QUALIFICATIONS:</p> <ul style="list-style-type: none"> • Completed Application and References • Cleared Background Check • Clear Pre-Employment Drug Screen • Valid Texas Driver's License held for at least two years • TB Screening • Remain fully vaccinated against COVID-19 unless an exemption applies • Successful completion of all training required by Residential Child Care Licensing and by Casa de Esperanza. This includes initial training, Behavior Intervention Training, CPR/First Aid, and defensive driving. A minimum of 20 hours of annual training. <p>KNOWLEDGE, SKILLS, & ABILITIES:</p> <ul style="list-style-type: none"> • Expertise in case management and leading others in case management roles • Skill in working with a population of aftercare and post-adopt clients with a range of challenges including history of poverty, substance abuse, mental illness, homelessness, and/or domestic violence

	<ul style="list-style-type: none"> • Knowledge of the challenges encountered by families after the finalization of adoption including the long-term effects of early childhood trauma • Knowledge of how to navigate clients to systems including: educational systems; health systems; legal systems; Medicaid, Social Security, and other safety net programs. Ability to lead clients in accessing such systems • Familiarity with community resources • Expertise in crisis prevention and crisis intervention • Ability to professionally represent the agency • Ability and willingness to be flexible in work schedule: must be willing to work occasional weekends/ evenings and respond to client emergency situations • Able to establish and maintain good relationship with clients, community partners, and colleagues • Able to work with high degree of independence and initiative • Strong organizational, administrative, and time management skills • Proficient in Microsoft Office; knowledge of or the ability to learn database management • Bilingual (English and Spanish) preferred, not required
Address	2911 Corder St.
City, State, Zip	Houston, TX 77054
Contact Person	Darean Talmadge
Contact Title	Human Resources Coordinator
Telephone Number	713-529-0639
Email Address	dtalmadge@casahope.org
Application Method	Email resume to dtalmadge@casahope.org
Opening Date	Immediately

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