

Job Title	Bilingual Director of Residential Services (Galveston & Brazoria, TX)
Employer/ Agency	The Children's Center Inc.
Job Description	<p><i>JOB SUMMARY:</i> The Program Director will be responsible for operational managerial, operational and administrative duties relating to the program. All duties will be performed based on supervisory training, with minimal supervision. The Program Director is directly supervised by The Children's Center, Inc. CEO or designee and is subject to work overtime and be on-call 24-7.</p> <p><i>DUTIES INCLUDE:</i></p> <ul style="list-style-type: none"> • Ensure all contractual requirements and grant-specific financial requirements are met; • Coordinate interagency relationships between the various entities involved in the program • Adhere to and implement terms of the contract in accordance with the funding source and The Children's Center Inc. policies and procedures; • Provide staff training in the various requirements of the project; • Participate as a member of the multi-disciplinary treatment team responsible for case management and care of the youth in the program; • Comply with the agency and respective program policy and procedure manuals; • Attend and participate in trainings, workshops and in-service • Manage and coordinate the activities of a local advisory council and have extensive involvement in both community and public relations; • Attend trainings, workshops, and meetings upon request; • Maintain professional and ethical standards as prescribed by The Children's Center Inc. • Role model a professional demeanor at all times; • Comply with all licensing standards as well as funding source guidelines. <p><i>SPECIFIC DUTIES AND PERFORMANCE STANDARDS</i></p> <p>Career Development</p> <ol style="list-style-type: none"> 1. Attend and participate in all required professional training

and workshops to enhance professional skills.

- a. Attend and participate in all scheduled The Children's Center Inc. workshops and in-services.
- b. Display a working knowledge of *First Aid/CPR, Non Violent Crisis Intervention and Keys to Innervations*, and The Children's Center Inc. therapeutic treatment modalities.

Management/ Administrative

2. Monitor and evaluate program operations and services to maintain quality care for youth and families.
 - a. Review financial reports on a monthly basis to ensure compliance with operation/contract standards.
 - b. Monitor a 25 percent sample of youths and their families to solicit feedback on the quality of service delivery on a quarterly basis.
3. Maintain open and consistent communication with Regional Vice President regarding all incidents within twenty-four (24) hours.
 - a. Notify The Children's Center Inc. CEO, licensing representative and funding source of special, serious, or potential incidents.
 - b. Initiate corrective action when necessary.
4. Monitor and maintain performance standards for clinical and case management services in compliance with The Children's Center Inc., licensing and funding source policies and procedures.
5. Develop and maintain rapport with the funding source and other involved agencies to ensure communication
 - a. Initiate a minimum of two (2) monthly contacts with State Licensing Representatives
 - b. Initiate a minimum of two (2) monthly contacts with Public Health Service personnel to ensure adequate delivery of medical and dental services to program youth.
6. Develop and/or submit reports to Corporate office within appropriate timelines.
 - a. Submit all weekly, monthly, or quarterly reports to the Corporate office
 - b. Complete and submit all payroll and personnel forms to the Corporate Ensure all forms and reports are completed in a professional manner. (e.g. format, spelling, content)

7. Execute the duties as Grievance/Complaint Coordinator to ensure program compliance.
 - a. Ensure all staff are trained in youth rights procedures.
 - b. Review all client grievances for appropriateness of resolution within a timely manner.
8. Develop and coordinate the activities of a local advisory council to ensure community involvement in the program and to enhance service delivery.
 - a. Recruit members of the community involved in health and human services to serve on the advisory board.
 - b. Hold a minimum of quarterly of meetings with advisory council members

Personnel and Recruitment

9. Participate in grievance and/or disciplinary reviews as per chain of command.
 - a. Under the supervision of the Human Resources representative, review disciplinary action or discharge when required in compliance with The Children's Center Inc. guidelines.
 - b. At the request of the immediate supervisor, investigate grievances or complaints regarding program administration of child care-related concerns.
10. Monitor and promote professional training and workshops for all staff.
 - a. Provide and monitor professional training to ensure minimum training requirements are met annually for each staff.
 - b. Report training updates and/or requests agency CEO or designee on a quarterly basis.
11. Initiate and maintain effective communication with all program staff members.
 - a. Facilitate quarterly staff meetings to notify staff of new information and updated guidelines or policy changes.
 - b. Promote open communication and positive feedback for staff input.

Quality Control

12. Monitor program to ensure all licensing and contractual standards are met and that program operates within established guidelines.
 13. Participate as member of multi-disciplinary staffing team to ensure quality care to youth in program.

- a. On a monthly basis, review personnel files, client files and grievance logs to ensure adherence to The Children's Center Inc. policies and procedures.
- b. Complete The Children's Center Inc. monitoring documentation on a quarterly basis and submit to corresponding parties.

Program Budget

- 14. Prepare and manage program budget and approve all corresponding expenditures.
 - a. Prepare annual budget within established time frame.
 - b. Review and approve all expenditure requests over the established dollar amount on a daily basis or when appropriate.
- 15. Monitor and evaluate population data to be submitted to funding source personnel.
- 16. Ensure all billings, reports and forms are submitted to corporate office complete, correct and on time.
 - a. Submit a quarterly report to the corporate office and the funding source per requirements outlined in Cooperative Agreement.

Facility Operations

- 17. Ensure that facility appearance meets standards as set by The Children's Center Inc. and that program staff have adequate resources with which to meet those standards.
 - a. Maintain a safe, clean and hazard-free facility.
 - b. Maintain contact with the facility landlord on a quarterly basis to review property conditions, needs and concerns.

ADDITIONAL REQUIRED EXPERIENCE

Supervisory experience in monitoring and quality assurance of behavior/case management, budget management, personnel management, conflict resolution, cultural diversity awareness, overall office management, group or family counseling, youth services, residential, educational or institutional settings and advocacy. Preferred computer literate with working knowledge of Microsoft Windows (Word Perfect, Microsoft Word, Excel). Must possess a valid state driver's license.

Qualifications

MINIMUM QUALIFICATIONS

Bachelor's degree in a social service or related field, with a total of five (4) years supervisory/administrative experience or a Master's degree in social services or related field, with a total of two (2) years supervisory/administrative experience with troubled youth. Any educational or experiential qualifications to be considered as equivalent, in lieu of the above minimums, require prior approval of the Deputy Executive Director. **Must be Bilingual in Spanish.**

Salary/Hours	Open
Employer/Agency	The Children's Center Inc.
Address	2902 Broadway St. Galveston, TX 77550
City, State, Zip	Galveston, TX 77550
Contact Person	Fred Sussmann M.D.
Contact Title	Director of Standards, Evaluation & Training
Telephone Number	(409)765-5212
Fax Number	(409) 765-6094
Email Address	hr@tcc1878.org
Application Method	E-mail only
Opening Date	June 21, 2016

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