Job Title | Program Manager
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Employer/Agency | Catholic Charities – Archdiocese of Galveston-Houston
Job Description

We seek compassionate, talented individuals with a heart for helping others and making a positive impact on the lives of men, women, and children across our large region. People of faith helping people in need achieve self-sufficiency and live with dignity.

St. Jerome Emiliani Foster Care Program provides residential services to immigrant and refugee youth through the care of foster parents, supported by program staff. In addition to residential services, youth are provided medical and mental health care, educational services, recreation opportunities, among others. Youth are provided guidance toward self-sufficiency so that they may be successful post discharge from the program.

Join our family as the St. Jerome Emiliani Foster Care Program Manager! As Program Manager, you are responsible for the supervision and management of the case management staff of the St. Jerome Emiliani Homes for Children Unaccompanied Refugee Minors (URM), Long Term Foster Care (LTFC) and Family Reunification (FR) Programs, and overseeing the operations of these program service components. The successful candidate will be responsible for other program staff in addition to Case Managers. You are responsible for the development and implementation of the model of care within the program. Communication is required with key staff such as Family Resource Manager, Clinician, Case Managers, Office Manager, Education/Independent Living Coordinator, Foster Parents and youth. Collaboration with entities such as Immigration Agencies, Texas Department of Family and Protective Services (TDFPS), United States Conference of Catholic Bishops (USCCB), Office of Refugee Resettlement (ORR), St. Frances Cabrini Center for Immigrant Legal Assistance, family law attorneys, courts, consults, community members, and volunteers is required.

You join Catholic Charities and help people in southeast Texas by providing caring, compassionate services and advocating for social justice in collaboration with parishes and communities.

- You provide leadership and staff support to URM, FR and LTFC Case Managers, URM Case Management Supervisor, as well as other staff, to ensure quality of services to clients. You assist in providing clinical direction and supervision of URM, FR and LTFC Case Managers and URM Case Management Supervisor, including the development of performance plans and performance evaluations, disciplinary action, recruiting, hiring, training and continuous assessment and development of staff.
- You manage overall operations of the program, including assessing effectiveness of program services and procedures; assisting in the development of annual work plans and regularly monitoring results against plans; securing accurate service statistics/reports and submitting as required; ensuring that service documents are correct and submitted to managing entities in a timely manner; keeping Director apprised of service issues, trends and implications. Establish, implement and enforce systems which will ensure timely document submittal, reporting, service delivery and adherence to all established deadlines.
- You ensure that all programs comply with appropriate standards, (URM, USCCB, COA, ORR and TDFPS). Record reviews are completed a minimum of quarterly with each program maintaining a level of at least 80% for each standard and that action
plans are developed to ensure standards are met. Program Manager will review files as needed.

- You complete or provide oversight of, and contributions toward, reports required by the funders or other stakeholders with required content and within the established deadline, including, but not limited to:
  - ORR-6 Report
  - Post-Release Reports
  - Family Reunification Home Studies
  - Annual Work Plan Goals
  - Performance Indicators Report

- You ensure that Case Management staff and staff supervised complete required hours and topics of annual training, and assess for/recommend additional trainings for staff supervised to attend to assist in professional development.

- You maintain professionalism, enforce professionalism among program staff, and plan and participate in agency-related meetings, team meetings and external meetings as required.

- You are responsible for 24/7 day a week on call support to program staff and foster parents. This on call responsibility includes phone consultation and on-site crisis support and intervention.

- You complete visits to each home a minimum of twice per year (and as needed) to assist in assessment and development of Case Management staff.

- You complete other duties as assigned by the Program Director such as planning and participating in agency-related meetings, team meetings and external meetings as required, participating in staff retreats, program tours, agency fairs and speaking engagements, assisting with special organizational projects/events, coverage of absent staff, etc.

How Your Work Impacts our Organization
The work you do will help us advocate for the vulnerable among us and provide a network of support services to people of all ages and from all walks of life and religious backgrounds. We are people of faith helping people in need achieve self-sufficiency and live with dignity.

Qualifications

- You have a bachelor's degree in social work or another human service field of study (psychology, sociology, counseling, etc.) from an accredited education institution
- It is strongly preferred that you have a master's degree in social work or another human service field of study (psychology, sociology, counseling, etc.) from an accredited education institution
- You have a current LCPAA license or eligible to obtain within 6 months of employment.

The Skills and Assets You Bring, and More

- You are Multicultural and Bilingual in relevant languages, preferred
- You possess knowledge of Social Work Principles and Ethics
- You have extensive clinical knowledge in child development, grief and loss issues, attachment and bonding, family dynamics, adoption and foster care issues
- You've had two years’ experience in child placement or child welfare field
- You possess at least two years of supervisory experience
- You have worked with juveniles, especially adolescents and families
- You have experience working with immigration related agencies and system, preferred
- You maintain the ability to work collaboratively with all stakeholders and maintain professional courteous demeanor
- You possess the ability to maintain accurate personnel files, handle and maintain confidential information.
- You are able to type accurately and to proof read effectively.
- You demonstrate organizational and planning skills.
- You have had success in dealing with a variety of people, staff, clients, and volunteers.
- You possess strong verbal and written communication skills, command of English language.
- You show the ability to work under pressure and handle multiple projects at once.

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<th>Full Time</th>
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<td>Employer/Agency</td>
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