

Foster Care Program Manager

This position provides direct management and supervision responsibilities for the Texas Foster Care Program Coordinators and all other employees/individuals in conjunction with the Texas Foster Care Program. The manager also provides case management and service coordination for children and families in foster/adoptive homes.

I. Essential Duties/Responsibilities:

Program Management, Administrative, & Supervision

- Lead program development and planning including the development of policies and procedures for the foster care program
- Handle correspondence with all partner agencies and/or organizations offering adoption and foster care-related services
- Remain familiar with state recruitment efforts, any changes to minimum standards, and ensure all foster care program coordinators are adequately trained on any changes
- Provide monthly updates to staff members on program progress and changes
- Attend weekly foster program meetings
- Ensure program is meeting diligent recruitment efforts including coordinating recruitment events and speaking engagement opportunities, speaking at seminars, informational meetings, and other adoption-related events on behalf of Nightlight, as needed
- Directly supervise and evaluate all Foster Program Coordinators
- Communicate and discuss any and all questionable or potentially problematic cases with the Texas Executive Director and Management Team
- Review and accept or deny applications for home study/foster program
- Track foster program numbers including number of families in home study process for program, number of placements each year, and number of adoptions
- Work closely with foster care program coordinators to resolve ethical dilemmas, assist families in crisis, investigate client concerns and placement issues, and resolve complaints
- Handle foster care reimbursement for program families

Case Management

- Be familiar with state minimum standards as they relate to foster care and adoption
- Serve as a liaison between the agency, the Texas Department of Family and Protective Services (TDFPS), and advocacy and support groups
- Complete and document calls and face-to-face meetings for new inquiries
- Provide matching services to include daily checks of the state database and foster care email
- Work closely with Child Placement Management Supervisor (CPMS)/Social Services Manager and Executive Director to ensure applicants are meeting necessary criteria to become certified foster parents
- Assist with adoption training as needed
- Conduct home studies in accordance with state minimum standards
- Complete initial and renewal certification process for all families on caseload, including training development plans and monthly monitoring per county contract
- Provide case management for individual children and families

- Timely and accurately record into agency database (SAM) required information, including but not limited to: correspondence with family and pertinent individuals in the child's case, monthly notes, pertinent dates, and required documentation of child's medical and dental appointments, school records, etc.
- Coordinate ICPC services with CPMS, other state departments, and agencies when necessary
- Prepare written documents as needed for court hearings, administrative reviews, school meetings and planning
- Complete monthly contact notes documenting the child's progress
- Provide case management and placement oversight as the Texas Renewed Hope program liaison
- Perform other duties as assigned

II. Minimum Qualifications

- **Minimum of Master's Degree in human services, social work, or closely related field**
- **2 years related experience working with foster families, foster children, child protection, or similarly related field**
- Management experience and propensity to manage and develop others
- Must possess a confident, professional, and personable manner when communicating with and managing individuals placed under their supervision
- Ability to work in a team setting while simultaneously working independently on various tasks; require little day-to-day management
- Demonstrate excellent written and verbal communication skills
- Willingness and ability to respond to crisis/emergency situations for both families and staff members
- Average to excellent computer skills in MS word, excel and power point, company databases, or other reporting software
- Proficient organizational skills and detail oriented
- Knowledge of local and state community and agency resources
- Must have current driver's license, reliable transportation, current auto insurance, safe driving record, and travel as needed
- Be at least 25 years of age
- Must not have any behavior or health status that endangers children in any way
- Tuberculosis skin test or chest x-ray documenting a negative Tuberculosis result before having contact with clients
- Understand this position is a mandatory reporter
- Be able to pass a complete background check

Supervised by: CPMS and Executive Director

Hours: Full Time, Salary

Position Effective Date: June 1, 2018

I have read the job description for the Foster Care Program Manager and am willing, as appropriately trained, to complete the role and tasks required by this position.

Employee's Signature: _____ **Date:** _____

Executive Director's Signature: _____ **Date:** _____