

## **International Social Services Manager**

The International Social Services Manager (ISSM) works under the direct supervision of the Executive Director and is accountable to the Domestic Child Placement Management Supervisor (CPMS). This staff member will supervise all Social Work practice as it relates to international adoptions, home study services, and post-adoption support. The ISSM will have a working knowledge of international adoption and Hague standards, in addition to Texas Minimum Standards, adoption regulations, and procedures for child-placing operations. This staff member provides oversight, supervision, quality assurance, training, and support to Agency staff, clients, and prospective adoptive families in the State of Texas. This is a full-time position based in our main office in Waco, TX (M-F: 8:00 a.m.-5:00 pm; additional hours as required).

The qualified candidate will have strong organizational, assessment, and managerial skills, work at a self-directed pace within allotted timescales, effectively manage competing priorities, and be a strong critical thinker able to work collaboratively with others. It is imperative that the qualified candidate will be able to establish and maintain excellent working relationships with clients and families and be able to delegate tasks effectively to Agency staff. Additionally, the qualified candidate will make clinical decisions for cases in regards to best practice standards and in line with Agency standards. Extensive training, observations of home visits, mentoring, feedback, and evaluation is provided. Qualified candidates will not combine this position with providing services for another child-placing agency or on his or her own, as that would be a conflict of interest with our Agency.

### **I. Essential Duties/Responsibilities:**

- Review for compliance and approve all home studies, updates, or amendments, as well as post-adoption reports for international programs and home study services
- Review, approve, and sign all interagency/Supervised Provider/Exempt Provider Agreements on behalf of the Agency for home study services clients
- Audit client records on an ongoing basis to maintain accreditation and licensing regulations
- With assistance from the Home Study Manager, monitor and oversee child-placing staff in international division including: orientation and training of new staff, staff supervision, planning staff development and/or corrective action in regards to decision-making, time management, or assessment planning
- With assistance from the Home Study Manager, conduct annual staff evaluations
- Provide reports to Executive Director as required for Board reports, Staff Meetings, etc.
- Assist, as needed, with the recruitment and hiring of new staff as directed by the Executive Director
- Maintain a working knowledge and keep abreast of changes to state and international adoption law, standards, and regulations for child-placing agencies; ensure compliance
- Maintain a caseload and complete home studies/assessment reports as required
- Provide clinical skills and clinical determinations to cases (including complex cases) as required in conjunction with the allocated caseworker and Home Study Manager; document decision-making in case files
- Attend staff meetings and Agency events as required
- Supervise volunteers and interns
- Complete all other duties as assigned by the Executive Director

### **II. Minimum Qualifications**

- **A Master's Degree in Social Work required**
- **Two years related experience working with foster care, adoption, behavioral health/clinical Social Work, child protection, or similarly related field required**
- Management experience and propensity to manage and develop others preferred
- Must possess a confident, professional, and personable manner when communicating with/managing individuals placed under their supervision and with clients
- 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, attentive to details, with excellent customer service skills
- 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:** Executive Director

**Hours:** Full Time, Salary

**Position Effective Date:** June 1, 2018

I have read the job description for the International Social Services 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:** \_\_\_\_\_