### Job Description (including hours and responsibilities)

What You Will Do: The Director of Student Services (DSS) oversees the team of staff and interns that deliver trauma-informed support services to homeless and unaccompanied young people week-to-week. The DSS is responsible for creating and maintaining a culture of Care, Opportunity, Value and Empowerment among and toward students at all times. The DSS ensures provision of supportive case management services, meals, tutoring, and educational programming from community partners during nightly programming. In addition, the DSS ensures that all interested students receive in-depth case management through a team of social work interns, each serving a caseload. The DSS may at times provide direct case management services to young people, modeling the individualized professional care the entire team will provide to our students. To be successful in this role, the DSS will implement new programs, provide regular feedback to staff, volunteers, and interns, and contribute to strategic conversations about program growth and student support. The DSS must oversee the helping process for adolescents from intake to termination, ensuring high levels of care in our 4 quadrants of service provision: Education, Social/Emotional, Health/Wellness, and Sustainable Living. The DSS leads in assessment and treatment planning for students, working with community partners on assessment, diagnosis and treatment. The DSS will ensure the proper documentation of services, coordinate with WISD Homeless Outreach Services, maintain timely data entry, and prepare programming reports for both internal and external stakeholders. The DSS will be an experienced social work professional with superior leadership skills who thrives in dynamic environments. Hours: Monday-Thursday 12p-9pm and Friday 8-5pm (with 1-hour lunch breaks and consideration for flex time for after-hours requirements) We understand that people gain skills through a variety of professional, personal, educational and volunteer experiences. We encourage candidates to review the key responsibilities and qualifications below. If you believe you have transferable skills necessary to fulfill the responsibilities of this role, you are encouraged to apply. Key Responsibilities: 1. Student Services Team Oversight – 50% a. Supervise the Nurture Center Coordinator and social work interns b. Lead weekly case staffing meetings with social work interns; oversee development and implementation of university student Learning Contracts c. Coordinate clinical therapy services provided by community partners including consultation regarding assessment, diagnosis, and treatment d. Lead brief nightly pre-programming and debrief meetings with staff and volunteers e. Ensure all volunteers, tutors and mentors have the information they need each night to provide individualized care to WISD students f. Step in to provide direct services, as needed, such as crisis intervention, brief counseling, and psycho-education g. Ensure all students have transportation to a safe place to stay for the night h. Ensure Nurture Center facility is properly maintained 2. Community
Partnership Development – 20% a. Ensure all meals and programming are provided each night through community partners (recruitment, communication, follow up, and feedback) b. Ensure strong partnerships with local service providers and make regular referrals for student services. Work in partnership with City of Waco, HOT Continuum of Care, and WISD c. Work with WISD Homeless Outreach Services to maintain a presence on each high school campus, welcome new students to The Cove d. Provide leadership to Nurture Center Coordinator for volunteer recruitment, retention and follow up e. Plan and execute student events, with stakeholder support 3. Data Management/Storytelling – 20% a. Ensure Student Services Team collects, tracks, and reports data and stories toward our 4 quadrants in a timely way for all grants and relevant stakeholders b. Prepare grant reports for relevant stakeholders 4. Other duties as assigned (10%) Director of Student Services applicants will: • Fill out an application • Pass a background check run by The Cove To Apply: Please submit a thoughtful cover letter and resume with at least two references to KayleighC@thecovewaco.org. Note that applications without a cover letter will not be considered. We respectfully request no phone calls. Equipment used: Personal phone for communication through “Group Me” App for Cove Coach teams and the “Remind” App, Computer, printer, multi-line phone system, copier, and company vehicle. Mental Demands/Physical Demands/Environmental Factors: Work demands lifting supplies or materials (0-15 lbs). Work demands require close visual attention. Work demands require prolonged mental concentration. Work demands maintaining composure under stress. Work demands prioritizing multiple needs and deadlines. Note: This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with the job. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The Executive Director may add to, modify, or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Job Location Waco

Qualifications Education/Certification: • Licensed Social Worker • Master’s Degree in Social Work or a related field from an accredited university • Fluent in English and Spanish (preferred) Special Knowledge/Skills: • At least five years’ experience working with adolescents of diverse backgrounds or equivalent in demonstrated experience such as delivery of counseling and social services. • Understanding of the challenges of and resources for children experiencing homelessness. • Experience with case management of in an educational or social support setting. • Experience recruiting individuals in the community for a cause • Excellent written and verbal communication skills • Eligible to drive company vehicles, with current, unencumbered Driver’s License and strong Motor Vehicle Record

Application Contact Name Kayleigh Cunningham

Phone 2542246095

Email kayleighc@thecovewaco.org