



**POSITION:** Director of Homebuilders

**REPORTS TO:** Senior Director of Prevention Services

**SUMMARY :** The Director of Homebuilders is responsible for the implementation, oversight, and supervision of the Homebuilders® program within the Triad Region. This position is based in the NC Triad Region and will oversee the development and implementation of the Homebuilders In-Home Prevention Services program. Travel to community agencies and families homes will be required. Position will require after-hours on-call support to staff within the team and must live local to Winston-Salem.

Initially this position will provide direct support, supervision, and training and development to a HOMEBUILDERS® team of practitioners until multiple teams are in place. It will serve as a primary liaison between HOMEBUILDERS® team and the agency's management team. This position will serve as the primary contact with the HOMEBUILDERS® consultant regarding implementation of the model and program fidelity. It will be available to respond to client and practitioner crises as they occur.

**STATUS:** Exempt/Full time

**QUALIFICATIONS/SKILLS/KNOWLEDGE:**

- **Education**
  - Master degree from an accredited college or university in a human services or related field.
  - Licensed clinician required.
  - Meets requirements for a Qualified Professional
- **Experience/Knowledge**
  - Commitment to the HOMEBUILDERS® model.
  - 3-5 years of supervisory / management experience required.
  - At least 4 years experience providing direct services to families, preferably intensive in-home services required.
  - Knowledge NC Foster Care system strongly preferred.
  - Demonstrated ability to exercise discretion and independent judgment.
  - Strong verbal and written communication skills; ability to interface well with others outside the agency, specifically those in the faith based community.
  - Ability to work adaptively and demonstrate flexibility in a variety of settings.
  - Experience and skills in administrative functions and programmatic development, including organization and monitoring skills.
  - Working knowledge of the state mental health system preferred.
  - Experience working with budgets strongly preferred.
  - Demonstrated ability to be highly organized and detail oriented.
- **Skills/Competencies**
  - Strong organizational skills and a commitment to excellence.
  - Ability to think conceptually and plan strategically



- o Demonstrated proficiency in the use of a variety of computer software programs.
- o Professional (written and verbal) communication skills, and excellent organizational skills.
- o Ability to balance multiple tasks and/or projects.
- o Ability to communicate and relate to staff, children, clients and the public in a positive and pleasant manner.
- o Demonstrated passion for serving children and the child-serving workforce.
- o Sense of humor, creativity and a willingness to make mistakes.
- o Moral and ethical integrity to represent a Christian organization with over 100 years of history.

## **DUTIES AND RESPONSIBILITIES**

This position will have oversight of the following broad areas within their division:

a) Resource development and maintenance, b) Program planning, c) Community relations and internal communications, d) Personnel management, e) Fiscal management, f) Outcome tracking and performance, g) Compliance and accreditation

### **Organizational Model**

1. Adheres to the Agency's commitment to the Sanctuary Model of Care, S.E.L.F Model, Self Care, Seven Commitments and their respective tools to create a supportive, nurturing environment conducive to clients' spiritual, social, educational and emotional development.

## **MODEL FIDELITY RESPONSIBILITIES**

### **Ensure service delivery is consistent with the HOMEBUILDERS® Standards**

- On call 24 hours a day, 7 days a week to supervisors for consultation and support. Arrange coverage when unavailable.
- Provide back-up for supervisors whenever needed (e.g., clinical and consultation activities, taking referrals, other administrative duties).
- Schedule and maintain a flexible workweek to meet the needs of site / program staff, administrative staff, and other job responsibilities.
- Work with administration to provide resources and support for the program to meet HOMEBUILDERS® Standards, IFPS contracts, or quality improvement plans.
- Ensure agency adherence to all program components in the HOMEBUILDERS® Standards.
- Ensure supervisors adhere to all supervisor components in the HOMEBUILDERS® Standards.
- Support efforts to ensure client and staff safety.
- Attend team consultation meetings periodically.

### **Participate in required training and quality enhancement components of the HOMEBUILDERS® model**

- Facilitate and participate in required QUEST activities.
- Attend all training workshops required for first year therapists and the Fundamentals of Supervising HOMEBUILDERS® IFPS.
- Ensure supervisors participate in all required training and QUEST activities.
- Develop skills in use of ECM that are sufficient to allow records review if needed.
- Assist supervisor with reviewing model fidelity and program outcome data.
- With the supervisors and the QUEST consultant, complete development plans with supervisors.



- Review all QUEST reports, and meet with QUEST consultant as needed.
- Support program supervisor in implementing quality enhancement and improvement plans.

**Ensure service delivery is consistent with the HOMEBUILDERS® Standards:**

- Adhere to all supervisor components in the HOMEBUILDERS® Standards.
- Receive referral inquiries, screen for eligibility, gather referral information, and manage assignment of referrals to maintain practitioner caseloads. When applicable, be available to accept referrals 24 hours a day, 7 days per week.
- Act as primary back-up for practitioners, and be available for immediate consultation 24 hours a day, 7 days per week. Provide coverage of the emergency/crisis line; carry a pager or cell phone for 24/7 availability. Arrange for coverage when unavailable; help arrange back up coverage for practitioners as needed.
- Ensure families are seen within 24 hours of referral; share responsibility with practitioner for initial determination of family eligibility for services.
- Facilitate weekly team consultations, and individual consultations with practitioners as needed (typically several contacts each week), to assess progress on goals and help structure time and activities during intervention. Ensure every family is staffed at least weekly.
- Consult with practitioners, management staff and HOMEBUILDERS® consultant regarding safety issues to help identify risks, promote safety, and implement safety plans; respond to family crises and consult with practitioners regarding safety concerns if and when they occur, 24 hours per day, 7 days per week. Increase amount of consultation when serious safety risks or concerns exist.
- Consult with practitioners around any difficulties meeting with families in their homes.
- Ensure practitioners utilize the following components in their work with families: engagement and motivation enhancement strategies; research-based cognitive/behavioral strategies; a variety of teaching methods; a comprehensive, strength-focused assessment process; a collaborative goal setting and service planning process; provision of concrete goods and services (including transportation); advocacy; assessment of goal progress and needs.
- Monitor use of concrete service funds; assist practitioners in prioritizing families' concrete and service needs to ensure scarce resources are utilized effectively.
- Meet standard for ongoing client contact requirements (minimum 40 hours per year). Supervisors without prior Homebuilders experience must complete a minimum of six full Homebuilders interventions during first year (18 months if supervising four or five new practitioners). Additional interventions may be required based on the supervisor's model fidelity and client outcomes.

**Provide initial and ongoing training, supervision and support for practitioners:**

- Work with HOMEBUILDERS® Consultant to develop and implement training plans for new practitioners. Engage new practitioners in initial on-the-job training activities planned with the HOMEBUILDERS® consultant and program manager. Conduct an Initial Professional Development Assessment to identify initial training needs; develop a Professional Development Plan outlining how the needed training will be provided.
- Provide practitioners with constructive performance-based feedback, helping them utilize critical thinking skills to evaluate their own performance and to assess the effectiveness of their teaching methods.
- Model and develop in practitioners behaviors that emphasize recognition, encouragement, collaboration, team participation, effective problem solving, accountability, and respect for cultural differences; promote



view of mistakes as learning opportunities; use cognitive / behavioral approach in supervision; offer emotional and technical support; assist in advocacy efforts as needed.

- Monitor quality of interventions: Accompany practitioners regularly on home visits; ensure practitioners' behavior with clients facilitates problem solving and progress toward goals; review and provide feedback on written goals, service plans and assessments; review safety plans where applicable; conduct clinical record reviews and provide feedback to practitioners; utilize data to routinely evaluate and improve individual and team performance.

**Ensure team participation in quality enhancement components of the HOMEBUILDERS® model:**

- Participate in all required components of QUEST, the quality enhancement component of the HOMEBUILDERS® model.
- Ensure practitioner participation in all required training and QUEST activities
- Follow guidelines for contacting HOMEBUILDERS® consultant.
- Monitor model fidelity and program outcome data.
- Assist practitioners with analyzing and interpreting performance data.
- Complete all required activities related to HOMEBUILDERS® site reviews.
- Work with the HOMEBUILDERS® consultant to implement Quality Enhancement and Quality Improvement Plans as needed.
- Work with practitioners to develop individual Professional Development Plans related to model implementation.

**Administrative and Organizational Responsibilities:**

- Schedule and maintain a flexible workweek to meet the needs of client families, practitioners and other job responsibilities.
- Ensure all clinical documentation is completed and submitted in a timely manner.
- Collect, review and approve timesheets, expense reports and check requests for accuracy and submit according to agency guidelines.
- Ensure agency protocols regarding petty cash, receipts, credit card usage, etc. are followed.
- Review, revise and approve all documents sent to parties outside the office.
- Follow guidelines for contacting the HOMEBUILDERS® program manager.
- Ensure compliance with Intensive Family Preservation Services contract requirements. Meet contract guidelines for submission of billings, invoices, and service reports.
- Assist the team in assessing its relationships with others in the organization.
- Participate in community groups and build strong relationships within the local community.
- Maintain positive working relationships with the WA State Department of Children and Family Services staff and others in the community
- Follow proper procedures and personnel policies regarding staff, including hiring, disciplinary and discharge protocols. Assume primary responsibility for hiring of new staff.
- Complete annual evaluations in a timely manner.
- Participate in required supervisor training and supervisor meetings.



### **Internal Operations**

2. Responsible for the overall management of staffing, training and evaluation in the program. Supervision of staff includes recommendations for hiring and termination, documenting all supervisory meetings, including minutes, corrective action, disciplinary action, performance appraisals, etc in a timely manner. Ensure staff receives appropriate training in relevant areas in order to effectively meet the needs of residential clients and their families. Holds staff accountable for compliance with meeting program requirements, adhering to policies, procedures and providing duties as outlined in staff's respective job descriptions. Ensures personnel file compliance by submitting all personnel file documentation to Human Resources in a timely manner, also ensures that supervisees are compliant. Supports supervisees in ensuring there is adequate coverage at all times (e.g., in the event of vacancies, vacation, illness, etc.).
3. Demonstrates competency fostering a team environment through effective communication, conflict management, strong interpersonal skills and adaptive leadership; nurturing a broad network of relationships through active outreach and engagement.

### **Fiscal Operations**

4. Provides input and preparation of annual program operating budget complete with revenue projections and expenses, in a timely and thorough manner.
5. Reviews and interprets monthly financial statements, manages program within projected revenue and expense and takes appropriate corrective action in response to variances and trends with respect to revenue and expenses. Ensures financial compliance for service area by ensuring all authorization and billing documentation, payroll and accounts payable documentation is submitted in a timely manner.

### **Compliance and Outcomes**

6. Monitors high quality outcome tracking, PQI process, and outcome evaluation for program.

### **External Operations**

7. Works with senior leadership to help forge new partnerships regarding prevention services.
8. Works in collaboration with other programs and services both on and off campus to assure that the mission and vision of Crossnore School & Children's Home is met.
9. Provides input for marketing activities to promote services clients, families, business partners, service providers.
10. Develops and maintains relationships with community organizations, referral agencies, providers, clients, business partners and other interested parties

### **Other Duties**

11. Demonstrates the ability to take supervisory direction as well as work independently using sound judgment.
12. Promote a safe, secure environment in all areas of responsibility by adhering to all policies and procedures and all program guidelines pertaining to risk management.
13. Keep necessary documentation up-to-date and accurate as it pertains to program operations, staffing/supervision, and all other areas.
14. Show good judgment related to work performance and ethical behavior.
15. Be responsive and sensitive to the cultural and ethnic differences among staff, clients, and families served.



16. Use Crossnore School & Children's Home resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
17. Participate in meetings per agency policy.
18. Present a positive, helpful, and professional image of Crossnore School & Children's Home in personal appearance and attitude.
19. Participate in regular performance evaluations and attend training opportunities to enhance professional growth.
20. Assume responsibility for professional development through appropriate use of regular supervision (individual or group) and attendance at classes, workshops, etc. to improve professional skills.
21. Actively promote the mission, values and purpose of Crossnore School & Children's Home.

**TYPICAL WORKING CONDITIONS**

- Requires working flexible hours, including some evenings, weekends and holidays.
- Work is performed in an office environment, the community and client homes. Conditions in client homes may include tobacco smoke, domestic animals, household pests, mold and other allergens, and other conditions common to domestic environments.
- Requires extensive travel to client homes and throughout the community.

**PHYSICAL DEMANDS - Light**

- Position may require lifting to 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds
- Frequent walking, standing, and sitting
- Frequent reaching and/or grasping using hands and/or arms.
- May be required to ascend/descend stairs.
- Frequent use of hands requiring dexterity in using the telephone, computer keyboard, or other objects.
- Visual ability including distance, peripheral and depth perception.
- Ability to drive
- Regularly required to talk and hear.

The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.

\_\_\_\_\_ ***I have received and read this job description. I understand that this job description does NOT constitute a contract for employment and that Crossnore School & Children's Home may exercise its employment-at-will rights at any time.***

\_\_\_\_\_ ***I understand that this job description is a guide and is subject to change without advance notice to me. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.***

\_\_\_\_\_ ***I certify that I am able to perform the essential functions of this position as outlined in this job description.***

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date



\_\_\_\_\_  
HR Representative Signature

\_\_\_\_\_  
Date