



POSITION: Senior Director of Child Welfare

REPORTS TO: Chief Program Officer

SUMMARY : Senior Director level position responsible for the oversight of the Child Welfare Division. This position is based in the Western NC and will oversee the management of the permanency planning, foster home licensing, adoptions and after care programs. Working in consultation with other senior leadership team and executive team members, this position will report to the CPO and aid the CEO and CPO in strategic planning for child welfare intervention and permanency planning services throughout Western North Carolina. A main strategic goal of this position will be to support teams in building a trauma-informed, integrated approach to support children while they live in an environment outside of their family of origin. Travel to multiple campus locations and community agencies will be required. Position will require after-hours on-call support to staff within the team.

STATUS: Exempt/Full time

QUALIFICATIONS/SKILLS/KNOWLEDGE:

- **Education**
 - Master degree from an accredited college or university in a human services or related field.
- **Experience/Knowledge**
 - Minimum of 8 years mid-management to upper-management leadership experience in Child Welfare or related field.
 - Minimum of 5 years' experience working with children and families in a mental health setting or child welfare system.
 - Knowledge NC Foster Care system.
 - Familiarity with accreditation processes such as COA, CARF, JACHO a plus
 - Experience with strength based empowerment models.
 - Knowledge of organizational development and personnel management, including state and federal laws, and other applicable regulations and standards.
 - Knowledge of and skills in team development and process.
 - Demonstrated knowledge of financial management of sustainable business models, profit/loss, budgets, financial metrics/analysis and billing oversight.
- **Skills/Competencies**
 - Strong organizational skills and a commitment to excellence.
 - Ability to think conceptually and plan strategically
 - Demonstrated proficiency in the use of a variety of computer software programs.
 - Professional (written and verbal) communication skills, and excellent organizational skills.
 - Ability to balance multiple tasks and/or projects.
 - Ability to communicate and relate to staff, children, clients and the public in a positive and pleasant manner.
 - Demonstrated passion for serving children and the child-serving workforce.
 - Sense of humor, creativity and a willingness to make mistakes.
 - 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.

Internal Operations

2. Provides management oversight to the division's Program Directors and their programs.
3. Responsible for the overall management of staffing, training and evaluation in each program within the Division. Manages and supervises staff assigned to the division. 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.).
4. Works with senior leaders and Executive Team to integrate permanency planning and intervention services into the agency's continuum of services to ensure fluidity of service provision for children and families.
5. Leads division program operational and fiscal management planning, building program resources, and developing programs.
6. In conjunction with CPO and other executive and senior leadership, assists with the ongoing analysis of program and individual performance and strategic initiative implementation.
7. 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

8. In conjunction with Division's Program Directors and CPO, oversees the preparation of an annual operating budget for Child Welfare program areas complete with revenue projections and expenses, in a timely and thorough manner.
9. 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

10. Monitors high quality outcome tracking, PQI process, and outcome evaluation for Child Welfare Division.
11. Provides input to the Executive team and direction and guidance to program directors to ensure child welfare outcome tracking, KPIs, and PQI Plan are in line with the Strategic Plan of the organization.

External Operations

12. Works with CPO, Regional Executive Directors, and Program Directors to help forge new partnerships regarding permanency planning and intervention.
13. 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.
14. Provides input for marketing activities to promote services clients, families, business partners, service providers. Assists with seeking out funding opportunities for programs.
15. Develops and maintains relationships with community organizations, referral agencies, providers, clients, business partners and other interested parties

Other Duties

16. Demonstrates the ability to take supervisory direction as well as work independently using sound judgment.
17. 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.
18. Keep necessary documentation up-to-date and accurate as it pertains to program operations, staffing/supervision, and all other areas.
19. Show good judgment related to work performance and ethical behavior.
20. Be responsive and sensitive to the cultural and ethnic differences among staff, clients, and families served.
21. Use Crossnore School & Children's Home resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
22. Participate in meetings per agency policy.
23. Present a positive, helpful, and professional image of Crossnore School & Children's Home in personal appearance and attitude.
24. Participate in regular performance evaluations and attend training opportunities to enhance professional growth.
25. Assume responsibility for professional development through appropriate use of regular supervision (individual or group) and attendance at classes, workshops, etc. to improve professional skills.
26. Actively promote the mission, values and purpose of Crossnore School & Children's Home.

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