

Thompson Child & Family Focus

JOB DESCRIPTION



Director of Foster Care Services

Department: 400 Foster Care	FLSA Status: Exempt	Level:
Supervisor: Chief Operating Officer	Revisions: 09/19	

PURPOSE: To provide effective leadership and management of the Foster Care Department in accordance with state licensing requirements, contractual agreements with managed care organizations, county governments, and Department of Health and Human Service. Ensures Thompson Child & Family Focus policies and procedures are operationalized. This position provides direct supervision of supervisory staff within Foster Care Business unit and will serve as the primary contact for internal and community stakeholders.

PRIMARY RESPONSIBILITIES:

- Provides leadership and direction of the foster care department to include licensing, recruitment, and training to ensure efficient operations of the agency service delivery.
- Develop and execute operational plans and ensure direct reports objectives tie into the business strategy for the department
- Prepares departmental budget in conjunction with the finance team to present to Senior Leadership in the development of the agency annual budget.
- Ensures effective management of departments expenditures while achieving monthly revenue targets.
- Effective leadership and staff selection to build and maintain top tier talent for the business unit.
- Effective coaching and development of leaders within the business unit.
- Assess and improve the performance of leaders.
- Ensure timely reporting is achieved for internal and external stakeholders of the Foster Care Department
- Ensure department is staffed and trained according to state regulations.
- Manage ongoing program development through recruitment and training for prospective foster parents
- Utilization of data to make informed business decisions that supports the agency goals
- Stay current with new developments and best practices within foster care.
- Responsible for researching service needs, trends, issues, and funding opportunities (public and private in the community)
- Comply with Performance and Quality scorecard outcome measurement data collection, audits and reporting requirements
- Meet or exceed Performance and Quality requirements including licensing, documentation, and Joint commission accreditation requirements.
- Strategic planning for the future of Foster Care Services
- Marketing and education to potential funders and stakeholders for the organization
- Responsible for achieving key performance indicators for growth within the state and becoming a multi-state operation
- Maintain all required professional licensures, certifications, that are required

PROFESSIONAL COMPETENCIES:

- Customer Service - Exceptional attitude and a passion for providing outstanding service
- Problem Solving – Identifies and resolves problems in a timely manner
- Quality Management – Looks for ways to improve and promote quality within each department
- Dependability – Completes tasks on time and keeps commitments
- Business Acumen – Demonstrates knowledge of industry, government regulations and business strategy
- Planning and Quality – Uses time efficiently; plans for additional resources
- Communication skills – excellent oral and written skills
- Relationship building skills – ability to connect with the hiring managers and candidates

QUALIFICATIONS:

- Bachelor's degree in human service or related field required
- Recommended five to seven years' experience in working with children and/or families; experience leading foster care at manager level or above preferred
- Must have at least 5 years of supervisory or administrative experience
- Requires valid North Carolina Driver's License with an acceptable driving report
- Must meet state requirements for a Qualified Mental Health Professional
- Required to have a strong foundation of regulatory requirements, especially for ratio per child and licensing
- Proficient in Microsoft Office Suite application software
- Excellent written and oral communication skills

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit, stand, and walk on a regular basis and talk frequently
- Repetitive motion of hands and/or wrists
- Must be able to reach with arms and/or hands, crouch, bend or knee
- Must be able to lift, move, push, pull, or otherwise exert in the performance of the job over 10 lbs. and up to 25 lbs.
- Must be able to move throughout the building and grounds as needed throughout the day and assist with youth if necessary

The above statements reflect the usual responsibilities and principal functions of the position and shall not be construed as a complete description of all the work requirements that may be inherent or added to the position.