

Crossnore Communities for Children seeks a **Director of Avery Residential Services** to lead all aspects of campus life in **Crossnore, NC**. This position will direct, supervise, coach and lead staff in all operations of campus-based foster care (unleveled residential) and youth independent living programs (clinical, cottage, case management, etc.). This role is instrumental in building and maintaining a trauma-informed, client-centered, and equitable care for all residents.

Hiring Range: \$75,000 to \$85,000 annually (plus on-campus housing and utilities provided)

Work Location: This position is located in Crossnore, NC, and living on-campus is required. On-Campus housing and utilities provided.

Pre-Hire Requirements:

- Must successfully complete extensive background checks, interviews, and pre-hire drug screen.
- Crossnore Communities for Children is requiring new hires (excluding those with an approved medical or religious exemption) to be vaccinated for COVID 19 as a condition of employment to help ensure the safety of all employees, youth and families served.

Benefits:

- Defined Contribution Benefits Plan including options for:
 - Health/Dental/Vision Insurance
 - Life, Short-Term Disability, and Long-Term Disability plans
 - Critical Illness and Accident coverage options
 - Flexible Spending Plan
- 401k with employer match (up to 6%)
- Ongoing Training
- 20 Days PTO, 11 Paid Holidays

About Us

For more than 100 years, Crossnore Communities for Children (formerly Crossnore School & Children's Home) has provided a Christian sanctuary of hope and healing for children and families in North Carolina. Our holistic model of care allows us to meet and nurture each child right where they are, regardless of background, experiences, or differences. Crossnore is committed to creating a diverse environment and is proud to be an equal opportunity employer. We recruit, employ, train, compensate, and promote employees regardless of race, religion, color, national origin, gender, disability, age, veteran status, and other protected status. We have a clear vision to provide a workplace where a diverse group of talented individuals come to do their best work. We offer a comprehensive set of benefits to support the health and financial well-being of all employees, including paid time off, flexible work schedules where allowable, 401(k), medical, dental, and vision insurance, and more.

FULL JOB DESCRIPTION

REPORTS TO: Senior Director of Residential
STATUS: Full Time, Exempt

QUALIFICATIONS

Education/Licensure/Experience

- A master's-level fully Licensed Clinical Social Worker (LCSW), fully Licensed Clinical Mental Health Counselor (LCMHC), fully Licensed Psychological Associate (LPA), fully Licensed Marriage and Family Therapist (LMFT), or licensure as an RN;

- Minimum of 3 years supervisory experience required. Experience supervising staff in child welfare strongly preferred.
- Minimum of 5 years experience working within a residential services (mental health and or child welfare) program required.
- An equivalent combination of education and experience may be considered.

Skills/Competencies

- Extensive knowledge of the state child welfare and mental health systems.
- Strong supervisory skills. Must have the ability to hold self and others accountable, give feedback related to areas in which staff perform well and areas needing improvement.
- Ability to manage a program area (including budget) with autonomy.
- Demonstrated proficiency in the use of a variety of computer software programs (Microsoft and Google products required).
- Strong verbal/written communication skills, and professional public speaking skills.
- Ability to think strategically and develop key performance indicators.
- Must have a strong attention to detail, be well organized, and have the ability to track accurate information.
- Ability to quickly establish and maintain effective working relationships with coworkers, youth, families, referral agencies, and community collaborators.
- Demonstrated passion for serving youth and families, and the youth-serving workforce.
- Excellent time management skills, with ability to perform multiple tasks simultaneously and efficiently, and flexibility to adapt quickly to changes.
- Ability to exercise considerable judgment and discretion and to maintain confidentiality within and outside the organization.
- Demonstrated ability to respond calmly in crisis situations and knowledge of cultural issues that can affect care or team dynamics.
- Ability to work on diverse teams and must be flexible and willing to work with youth of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds.
- Ability to demonstrate maturity, leadership, professionalism, and creativity in the performance of job duties and responsibilities.
- Ability to laugh, be creative and have willingness to make and learn from mistakes.
- Valid Driver's License, and must be willing to travel to various job related locations.
- Must be willing to live on campus in company-provided housing.

SOCIAL RESPONSIBILITIES

- Cultivate a nurturing environment through the use of the Sanctuary Model that supports client and staff development on every level spiritually, socially, educationally, and emotionally.
- Be aware of and willing to work with children and families of all ages, races, nationalities, sexual orientations, gender identities, disabilities, and backgrounds and to foster diversity and inclusion in the workplace and designated program area.
- Use the Sanctuary Model and its toolkit to continue to provide guidance towards the responsiveness and respect of diversity, multiculturalism, and inclusion across all programs and settings.

- Be committed to using Sanctuary principles when interacting and communicating with others, in team building, giving and receiving feedback, showing initiative, working independently, and in using good judgment, problem solving and decision making.
- Embrace technology by being willing and able to check and respond to emails/messages, prepare documentation and attend meetings via video conferencing.
- Promote a safe, secure environment in all areas of responsibility.
- Comply with all standards of accreditation and licensing agencies and adhere to all organizational policies, procedures and program guidelines.
- Use Crossnore Communities for Children resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
- Assume responsibility for personal and professional development through appropriate use of regular supervision (individual or group), participating in meetings, maintaining continuing education requirements, licensure and certifications and attendance at classes, workshops, etc. to improve professional skills.
- Maintain professional conduct and image to actively promote the mission, value and purpose of Crossnore Communities for Children.
- Ensure the provision of quality services through participation in Crossnore Communities for Children Performance Quality Improvement (PQI).

JOB DUTIES & RESPONSIBILITIES

- Build and maintain a healthy therapeutic environment on the Avery County campus of Crossnore Communities for Children by working to create a trauma-informed equitable and inclusive culture on campus in all programs.
- Partner with VP of Clinical Services to ensure client's clinical needs are adequately met from admission through discharge.
- In conjunction with Sr. Leadership, further defines strategies and implements long range program goals and strategies to meet Residential Program goals/outcomes.
- Work closely with the agency's referrals and admissions team to efficiently review referrals to the programs for admission.
- Ensure supervisors are held accountable to compliance standards throughout the programs by directing, coaching, monitoring and evaluating the Supervisors on the following duties:
 - Maintenance of supervision notes for all staff.
 - Maintenance of daily logs, medical files and related reports for residents.
 - Management and accountability of budget.
 - Maintenance of inspection-ready cleanliness and upkeep of cottage facilities and vehicles. conduct quarterly inspections of cottage facilities and vehicles; monitor and document monthly fire drills.
 - Maintenance of required timelines for client care including assessments, service planning and monitoring (POCs), behavioral health services, physical health care, court advocacy, permanency/discharge planning, educational advocacy, youth independent living skill building (as needed), etc. as defined by the child's team and service plan.
 - Maintenance of client records in an audit-ready fashion at all times.

- Support Residential Cottage Supervisors in teaching Cottage Parents and Resident Advisors various resident and cottage management skills, including how to:
 - Provide the basic needs of food, clothing, nurturing and housing.
 - Provide a healthy living environment hallmarked by structure, routine, family (cottage crew) and individual chores.
 - Provide opportunities for problem-solving and conflict resolution in individual and group experiences.
 - Maintain contact with teachers and monitor academic and behavior performance in school.
 - Encourage participation in recreation and other campus activities.
 - Teach daily living skills and behaviors.
- Support the Case Management Supervisor in teaching Case Managers how to:
 - Coordinate of all relevant team members to create viable Plans of Care (POCs) that compliment a student's goals and permanency plan.
 - Oversee and ensure POC reviews are scheduled as required to focus on current issues or developments (7 day, 30 day, 60 day, 90 day etc.)
 - Develop and maintain positive relationships and contact with school staff, family members, DSS, Crossnore staff, visiting resources, GAL's and community resources to ensure good communication and teamwork.
 - Prepare staff to attend court and competently testify as needed, also attend court as needed.
 - Oversee and ensure that adequate discharge planning is completed for all students, especially those turning 18 years of age. Discharge planning documents include the Discharge Form, Discharge Memorandum, Discharge Planning form and Discharge Summary.
 - Oversee and ensure that the foster care 18-21 year old programming for DSS students is utilized whenever possible and that it connects with the agency's internal program for this age population.
- Support the Clinical Supervisor in teaching clinicians how to:
 - Participate in the timely development of meaningful individualized service plans for clients. Utilize those plans to guide the treatment process.
 - Provide individual, group, and family therapy to clients according to individualized service plans.
 - Participate in the initial client assessment process and process for transfers between services.
 - Regularly participate in client staffings (e.g., agency and community treatment team meetings, admission assessments, psychiatric consultations, etc.) and provide clinical leadership that ensures quality provision of services.
 - Provide accurate and timely documentation related to the provision of clinical services per agency standards. Examples of documentation include, billing, reauthorizations, and session notes.
- Support teams in implementing the Plan of Care to meet special needs, including cultural and ethnic needs, of individual residents and families.
- Helps develop and review KPI outcomes and makes recommendations to Sr Director/ELT for any necessary changes within the residential program.
- Responsible for budget/financial responsibility for case management, cottages, recreation, and residential administrative budgets under their direction.
- Oversee the client mission team (advisory group of clients) to ensure client's voices are integrated on to program performance and quality improvement processes.
- Oversee program on call rotation and provide 24/7/365 backup to staff serving in rotation.

- Full implementation of Circle of Hope based on our Sanctuary Model of Care to teach students safety, emotional management, how to cope with trauma and loss and how to move toward a future of hope.
- Support and promote full implementation of TBRI principles as primary parenting model and philosophy.
- Assist in maintaining coverage of cottages in the absence of Supervisors and/or Cottage Parents.
- Actively participate in the interviewing, hiring, orienting, training, and professional development of supervisors, clinicians, case managers, and Cottage Parents.
- Support Recreational Coordinator and supervisors in implementation of recreational activities.
- Leads periodic licensing and accreditation reviews through gathering data, writing reports, and closely engaging with Program Excellence staff to assure reviews are completed successfully.
- Partner with other divisions to ensure program needs related to operations and external relations are met.
- Other duties as assigned.

TYPICAL WORKING CONDITIONS

Weekdays 8:30-5:00 with some weekend and after hours on call support. Availability to travel throughout Western NC to support teams both on and off campuses, serves as back-up to on-call/crisis needs, ability to travel locally and regionally for stakeholder meetings. Remote work available, on-campus housing required (and provided). May involve contact with clients and/or family members who may be hostile, resistant, and violent.

PHYSICAL DEMANDS - Medium

Position involves lifting no more than 50 pounds at a time (from time to time may need to lift children heavier than this) with frequent lifting or carrying of objects weighing up to 20 pounds. Frequent walking, standing, and sitting. Frequent reaching and/or grasping using hands and/or arms. 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 and hear. Ability to spend long periods of time standing, bending, stooping, and walking around the facility while supervising and/or participating in the activities and assisting in the movement of the residents. Accompany residents on field trips requiring the physical stamina to walk a minimum of a mile (often times more). Ability to climb stairs. Job requires physical stamina; agility required to manage young, active residents.

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