



## Job Description

**Job Title:** Program Director- Foster Parent Support Services  
**Job Code:** 50  
**Division:** CBC  
**Role:** Supervisor

<b>Employee Name:</b>	<b>Dept Name/RU:</b>
	<b>CBC – Foster Parent Support Services</b>
<b>Supervisor:</b>	<b>Positions Supervised:</b>
<b>President &amp; CEO</b>	<b>Component Supervisor; Foster Parent Support Services</b>

### POSITION SUMMARY

The purpose of this position is to ensure that foster home management programs deliver effective services to their respective target populations that are in compliance with contractual requirements and all applicable laws and regulations associated with the Community Based Child Welfare System.

To perform this job, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### MINIMUM QUALIFICATIONS (required for an interview)

**MINIMUM TRAINING, CREDENTIALS, AND EXPERIENCE REQUIRED:** A master's degree in social work, psychology, child development or related area of study from an accredited college or university and at least three years of experience in human services or child welfare, or a bachelor's degree in social work, psychology, child development from an accredited college or university or related area of study and four years of experience in human services or child welfare programs. At least one year of administrative experience. Certification as a Child Protection Professional strongly preferred. Experience working with foster parents also preferred. Compliance with minimum standards for screening of personnel as contained in F.S. 394.4572.

### Role Requirements

- All employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer along with operating a keyboard, mouse, and printer.
- Possess reliable personal transportation for completion of job duties.
- Travel locally to agency sites and other locations as necessary.
- Possess a valid Driver's License.
- Be insurable under Center's automobile plan.
- Work within the guidelines established in the policies and procedures of the agency and program.

- Understand and practice according to state and federal statutes, rules and policies that relate to foster home management.
- Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at [www.lifemanagementcenter.org](http://www.lifemanagementcenter.org).
- Meet minimum standards for screening of mental health and child welfare personnel as contained in F.S. 394.4572

**Position Function (reason position exists - supports Community-Based Care System and organizational mission)**

- Relate effectively to business partners of the Community-Based Care system
- Manage risk.
- Apply continuous quality improvement to program processes.
- Use data collection, analysis and interpretation.
- Develop and manage budgets.
- Solve problems and manage conflict. Develop and implement programmatic policies and procedures related to Community-Based Care (CBC).
- Work within the community to promote foster parent recruitment and development.
- Supervise component directors for foster home management.
- Evaluate staff performance. Identify, document, and develop corrective action plans for personnel performance problems.
- Assure management of provider staff is in accordance with Center human resources policies and procedures.
- Act as administrative liaison with the Department of Children and Families and Big Bend Community-Based Care.
- Coordinate activities between CBC and with other agency departments.
- Assure a safe, efficient, and economically run work environment.
- Assure full compliance with all performance standards and specifications stipulated by contract with Big Bend Community-Based Care.
- Assure that staff credentials comply with regulatory requirements.
- Participate in the Big Bend Community-Based Care management initiatives.
- Participate in circuit, district and state groups intended to refine and advance the mission of community-based care and specific program roles.
- Authorize Purchase of Service expenditures for client related needs.
- Meet All outcomes specified in the following Big Bend Community-Based Care contract:
  - #0191 Foster Home Management

**Other**

- Work on a flexible basis that includes evening and weekend availability.
- Attend all agency directed training.

**CORE ORGANIZATIONAL VALUES**

***It is the mission of LMC to provide comprehensive, integrated care that promotes the health and quality of life of our community members.***

**II. Competency: Identify Competency**

Employee Name:

### *1. Maintain agency and program standards for documentation and EHR*

- Complete documentation within 24 hours of service occurrence.
- Complete documentation in an accurate and intelligible manner.
- Perform client related documentation in accordance with LMC policies and procedures, component specific guidelines, Medicaid and other third party requirements and contract provisions as applicable.

### *2. Adapt to changing requirements for service delivery*

- Respond quickly to changes in work requirements.
- Show flexibility in changing of schedule as needed.
- Be willing to take on additional responsibilities as requested.

### *3. Demonstrate initiative and self-reliance in the performance of job duties*

- Use good judgment in bringing issues to the attention of supervisor without depending on continuous input or deferring decisions.
- Work with cost consciousness.
- Participate in opportunities for program and Center development.
- Organize tasks, manage time well, and direct oneself.

### *4. Exhibit professional accountability*

- Refer to and follow Center Policies & Procedures.
- Perform job tasks in a manner that does not result in audit or monitoring problems.
- Provides appropriate notice for absences and late arrivals, and is not chronically absent or late.
- Accurately reports all hours worked on electronic time sheet by appropriate due date.

### *2. Maintain and enhance job skills*

- Respond to opportunities and requirements for skill development.
- Demonstrate openness to input on work issues from coworkers and supervisor.
- Participate/provide peer consultation/training.

### *3. Maintain productivity set by program/organization*

- Meet service delivery requirements for position.
- Maintain a work-focused atmosphere; share techniques for increasing productivity.
- Perform duties in a manner that expedites the work of other staff.
- Manage time, adhere to deadlines, and prioritize tasks.

### *4. Comply with LMC safety policies and procedures*

- Report potential safety hazards on company property or in business execution.
- Obtain and give consultation in matters related to safety/risk management.
- Use good judgment in matters of safety and liability for which there is no prescribed procedure.
- Complete & submit Incident Reports according to written guidelines and procedures.

### *5. Exhibit professionalism and ethics*

Employee Name:

- Observe Center standards for ethical conduct.
- Observe professional standards for ethical conduct.
- Use Center resources for intended purposes.
- Respect the property and rights of coworkers.
- Submit accurate documentation for work done and reimbursement requested.

#### *6. Protect client and co-worker confidentiality*

- Follow established federal, state, and LMC guidelines on confidentiality.
- Access records only where the “need to know” exists.
- Shares information only where the “need to know” exists.
- Conversations are conducted with privacy in mind (phone conversations conducted with discretion, information is not discussed in public areas, etc.).

#### *7. Work effectively with Center staff, clients, and business associates*

- Communicate effectively with others using the spoken word.
- Appreciate and be sensitive to the feelings of others.
- Demonstrate tact, courtesy, and helpfulness in relating to community agencies, coworkers, clients, and other associates.
- Coordinate & communicate effectively with others.
- Respond to problems and conflict with solution-focused thinking.
- Work effectively with people regardless of race, color, religion, gender, age, citizenship, marital status, disability, or national origin.

#### *8. Demonstrate sensitivity to persons of varying backgrounds and needs*

- Attend to client needs in a thorough and timely manner.
- Speak of and to clients with dignity & respect.
- Be attuned to the presence of trauma indicators and project safety and trust in relating.
- Demonstrate client satisfaction (positive responses to client satisfaction surveys, minimal client requests to change counselor, an absence of warranted complaints, etc.)

### **Wage**

Minimum salary for this position is \$60,000 per year.

### **PHYSICAL REQUIREMENTS (physical demands of job)**

- Must be able to hear conversational speech, visually observe client behaviors for safety and communicate effectively with clients and co-workers
- Vision requirements include close and distance vision

Activity	Expectation			
Standing	<input type="checkbox"/> Minimal None	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/>
Sitting	<input type="checkbox"/> Minimal None	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/>

Employee Name:

Driving vehicles	<input type="checkbox"/> Minimal None	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/>
Lifting and/or Carrying	<input checked="" type="checkbox"/> Minimal None	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/>
Bending and/or Stooping	<input checked="" type="checkbox"/> Minimal None	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/>
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal None	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	<input type="checkbox"/>
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal None	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent	<input type="checkbox"/>
Other (lift above waist/reaching etc., please explain)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent	

Speaking: ☒ Yes ☐ No  
 Hearing: ☒ Yes ☐ No  
 Reading Comprehension: ☒ Yes ☐ No  
 Repetitive motion with hands, wrists, arms  
 (e.g keyboard, typing, handwriting, etc.) ☒ Yes ☐ No

Ability to lift and carry up to 15 pounds.

Ability to handle stressful situations: ☐ Minimal ☐ Moderate ☒ Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\* Not Anticipated

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. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

## POSITION TRAINING REQUIREMENTS

1. Center-wide New Employee Orientation
2. Mandatory annual training
3. Complete training required to maintain Child Protection Professional Certification as defined by the Florida Board of Certification.

## TEAM PARTICIPATION (committees/teams in which the employee is expected to participate)

- Children's Services and Community-based Care Program Team
- Foster Parent Support Services Department Team

Employee Name:

- Big Bend Community-Based Care Management Team
- Quality Parenting Initiative
- Foster Parent Mentoring Initiative

**EMPLOYEE SIGNED ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION**

My signature below represents that I have read and understand my responsibilities as a *Program Administrator* and that I am able to perform the essential functions of this position.

<b>Employee Signature</b>	<b>Date</b>
<b>Supervisor Signature</b>	<b>Date</b>

Employee Name: