



RESOURCE DEVELOPMENT SUPERVISOR – CHILLICOTHE

Job Category: Resource Development

Job Status: Full-time

Reports To: Program Manager – Chillicothe branch office

Job Summary: The Resource Development Supervisor provides assistance in the day-to-day management and functioning of the Resource Development department in the Chillicothe branch office with the purpose of developing and maintaining qualified staff and resource families. This position assists the department in the development and implementation of proper operational controls, administrative and reporting procedures, and people systems in place to effectively operate. S/he will assist with all activities pertaining to licensure, quality assurance of the program including data management, personnel issues, and achievement of desired performance outcomes for children and families served.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management (in partnership with the Program Manager)

- Supervise Resource Development resulting in the implementation of quality service delivery.
- Responsible for employee satisfaction within the Resource Development department. Strive to build a sense of team within the department.
- Interview, hire, and train direct care staff as needed or assigned by the Program Manager.
- Conduct individual supervisory conferences with Resource Development Advocates at least bi-monthly with the goal of providing continual support, guidance, and work product evaluation/feedback.
- Complete timely probationary/annual employee evaluations.
- Maintain a caseload of at least fifteen (15) providers, completing all tasks associated with licensure maintenance.
- Assign new licensing referrals to Resource Development Advocate staff within two (2) business days of receipt.
- Responsible for monitoring the workload of the Resource Development Advocates and adjust as needed. Assist in referral assessment and homestudy completion as needed based on current volume of referrals and workload of Resource Development Advocates.
- Ensure all requirements of the initial assessment/licensing process is followed by staff.
- Responsible for reviewing and approving all homestudies, renewals, and adoption updates. This task should be completed within five (5) business days of receipt.
- For licensure maintenance, ensure the following:
 - Ensure file has all required documents for family to be licensed by regularly overseeing internal quality assurance processes.
 - Ensure renewals are completed prior to licensure expiration.
 - Ensure adoption updates are completed in a timely manner when requested.
 - Ensure database systems are current with all client contact information.
- Responsible for identifying the training needs and professional development needs of staff supervised.

- Responsible for providing support to staff during OHI investigations.
- Ensure families served are given proper support and advocacy.
- Maintain contact and relationship building with other partner agencies and community stakeholders.
- Attend trainings, court and meetings as required, and actively participate in all leadership meetings.
- Responsible for making community connections to increase recruitment of foster/adoptive parents (i.e. distribute program brochures, schedule informational meetings, contact media outlets, speak at community presentations, booth exhibits, etc.).
- Contribute on an organizational level with a focus on agency culture, cultural competency, and performance improvement outcomes.
- Participate as an active team member with all agency departments (i.e. attend meetings as assigned, ensure availability of residents for scheduled on and off campus appointments, etc.) so the agency's efforts to assist clients and maintain licensing/contract/COA standards are coordinated for maximum effectiveness.
- Maintain strong, open communication with direct supervisor regarding services delivered, concerns or questions.
- Commute to the Chillicothe office at least 1-3 times weekly to provide supervision and monitor/complete workload assignments.

Outcome Planning/PQI (in partnership with the Program Manager)

- Responsible for the measurement and effectiveness of the program, both internal and external.
- Implement and lead a continuous quality improvement process throughout the program and service areas in his/her purview, focusing on systems/process improvement and personnel growth.
- Review client files quarterly for ongoing quality assurance measures.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.
- Participate in the evaluation and implementation of service improvement as identified by FosterAdopt Connect's internal PQI process.

Financial Management

- Adhere to budget guidelines to assure fiscally sound operations that meet budget expectations.
- Assist with grant planning and execution as required.
- Participate in annual budget planning process in conjunction with the Director, as needed.

Strategic Planning

- Provide vital input in short- and long-term strategic and operational planning, evaluation and positioning within FosterAdopt Connect.
 - Assist with the agenda and development of growth strategies for FosterAdopt Connect.
 - Assist to implement growth strategies.

Qualifications

- Bachelor's Degree (Master's Degree preferred) in social work, psychology, public administration, or a related human services field and three (3+) years of experience working in non-profit social service agencies. Management experience preferred but not required.
- Previous experience working with at-risk populations required.
- Core understanding of child welfare practice and policy.

- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the Program Manager/Director of Youth Services.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Salary commensurate with experience
- Full-time, exempt position
- Health, dental, vision, short and long-term disability, and life coverage options provided
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.