



# Bilingual Ongoing Family Groups Manager

## JOB DESCRIPTION

Reports to: Director of Spanish Programs and Outreach  
FSLA Status: Exempt  
Hours: Full time

## JOB SUMMARY

In keeping with the purpose, mission and vision of Bo's Place, the Bilingual Ongoing Family Groups Manager assists with the implementation of the Bo's Place programs. The job responsibility is divided into five areas: management of the ongoing family groups program, information and referral/ intake, program evaluation/quality improvement, community education/outreach (Spanish and English) and administrative responsibilities. The Bilingual Ongoing Family Groups Manager is a full time staff position reporting to the Director of Spanish Programs and Outreach.

## Management of the Ongoing Family Groups Program

- Responsible for the application and registration process for new families and transfers from 9-week family groups into the most appropriate ongoing family group, including review of all intake forms and coordination with community mental health professionals, as needed.
- Responsible for coordinating and overseeing the English-language ongoing family group that meets on Sunday.
- Responsible for contacting families in any assigned groups on a weekly basis concerning follow up, absences and transfers.
- When necessary, facilitates or co-facilitates a group in the absence of a volunteer facilitator.
- Participates in regular supervision meetings with the Director of Spanish Programs and Outreach to review clinical issues.
- Participates in training and supervision of graduate level interns.
- Participates in recruitment, ongoing training, supervision and retention of volunteer facilitators.
- Responsible for the ongoing upkeep of the Bo's Place facility (i.e. cleanup after group nights)
- Prepares activities appropriate to the various ages and responsible for review and enhancement of the ongoing family groups curriculum.
- Participates in staffing special grief support programming, including, but not limited to the weekend family bereavement camp, Campamento Sanando Corazones



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(currently held the weekend before Thanksgiving); the Bilingual Women's Retreat; summer programs for families and Kids Night Out.

## Information and Referral/Intake Responsibilities

- Responsible for conducting telephone intakes with families (with priority given to intakes for Spanish-speaking families).
- Responds to a proportionate share of Information and Referral Calls/Inquiries with other clinicians (with priority given to inquiries from Spanish-speaking families).
- Participates with other clinical staff in regular review and updating of information and referral resource list.

## Program Evaluation/Quality Improvement

- Participates in administering assessments to children enrolling in grief support groups (Spanish and English).
- Stays current in knowledge of literature, research, trends in the grief and bereavement support field.
- Prepares monthly statistical reports for Director of Spanish Programs and Outreach.
- Participates in ongoing evaluation of program services for quality improvement with the Director of Spanish Programs and Outreach and Grants and Program Evaluation Manager.

## Community Education/Outreach Responsibilities

- Participates in a proportionate amount of responsibility with other clinicians in trainings and outreach offered both onsite at Bo's Place and in the greater Houston community at the request of the Director of Spanish Programs and Outreach and Director of Volunteer Services and Community Education/Outreach (with priority given to those trainings and outreach efforts for the Hispanic/Latino community).
- As directed by the Director of Volunteer Services and Community Education/Outreach, cultivates and makes use of working relationships with other organizations and individuals to build referral sources and to find ways to increase awareness of the needs of the bereaved and the grief support services available at Bo's Place (particularly within the Hispanic/Latino community).
- Serves as an ambassador/advocate, representing Bo's Place to clients, other organizations and the public.



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## Administrative Responsibilities

- Participates in weekly clinical staff and monthly staff meetings.
- Attends and staffs annual volunteer and donor appreciation event and special events (i.e. Hearts of Hope Luncheon, Marathon Hoopla Station, Derby party), as requested.
- Submits program news and stories for Bo's Place e-newsletters and publications, as requested by the Communications Director.
- Performs other duties as requested by the Director of Spanish Programs and Outreach and/or Executive Director

## QUALIFICATIONS

- Must be fluent in English and Spanish
- Graduate degree in social work, counseling, psychology or marriage and family therapy.
- Current Texas State license in professional field.
- Clinical experience with adults, children, families and groups
- Malpractice insurance coverage at maximum level
- Skills in supervision of staff/volunteers
- Ability to tolerate intense affect, including strong expressions of grief
- Ability to contain others anxiety as well as one's own anxiety
- Ability to assess needs of potential participants (i.e. appropriateness of support groups or therapy)
- Ability to recognize and maintain appropriate boundaries
- Flexible and able to maintain a supportive, helpful attitude while working with a variety of staff and volunteers.
- Strong organizational skills. Excellent verbal and written communication skills.
- Strong team orientation.
- Integrity, warmth, positive outlook, compassion and a good sense of humor.

## GENERAL INFORMATION

This is a full time position with additional evening and weekend hours necessary to accomplish Bo's Place objectives.

PLEASE EMAIL RESUME TO: [info@bosplace.org](mailto:info@bosplace.org)

For questions: [info@bosplace.org](mailto:info@bosplace.org)



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