



Bilingual Family Groups Manager

JOB DESCRIPTION

Department: Program
FSLA Status: Exempt

Job Status: Full-time
Reports to: Program Director

Work Schedule:

8:30 a.m. – 5:30 p.m. Some evening and weekend hours required for special events or to meet program objectives. (As an exempt employee, one can reasonably expect to work more than the core hours stated.)

MISSION STATEMENT

To enhance the lives of those who have experienced the death of a loved one.

POSITION SUMMARY

In keeping with the purpose, mission and vision of Bo's Place, the Family Groups Manager assists with the implementation of the Bo's Place programs. The job responsibility is divided into five areas: management of the one of the family grief support group programs, information and referral/intake, program evaluation/quality improvement, community education/outreach and administrative responsibilities. Fluency in English and Spanish is required. The Family Groups Manager is a full-time staff position reporting to the Program Director.

RESPONSIBILITIES

Management of a Family Groups Program

- Responsible for the application and registration process for families new to the assigned family group program (online or in-person), including new family orientations, review of all intake forms and coordination with community mental health professionals, as needed.
- Responsible for coordinating and overseeing a designated family grief support group.
- Responsible for contacting families in any assigned groups as needed concerning follow up, absences and transfers and reminders before each group.
- When necessary, facilitates or co-facilitates a support group in the absence of a volunteer facilitator.
- Participates in regular supervision meetings with the Program Director 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)



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- Prepares activities appropriate to the various ages and responsible for review and enhancement of the family groups curriculum.
- Participates in staffing supplemental grief support programming for individuals enrolled in support groups (i.e., a weekend family bereavement camp, a one-day women's retreat, and family activity nights).

Information and Referral/Intake Responsibilities

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

Program Evaluation/Quality Improvement

- Stays current in knowledge of literature, research, trends in the grief and bereavement support field.
- Prepares monthly statistical reports for the Program Director.
- Participates in ongoing evaluation of program services for quality improvement with the Program Director 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 online and onsite at Bo's Place and in the greater Houston community.
- As directed by the Program Director, cultivates, and makes use of working relationships with other organizations and individuals to build referral sources and to increase awareness of the needs of the bereaved and the grief support services available at Bo's Place.
- Serves as an ambassador/advocate, representing Bo's Place to clients, other organizations, and the public.

Administrative Responsibilities

- Participates in weekly clinical staff and monthly staff meetings.
- Attends and assists in staffing annual volunteer/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 Program Director and/or Executive Director.



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QUALIFICATIONS

- 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.
- Fluency in Spanish required.
- 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.

PLEASE EMAIL RESUME TO: info@bosplace.org



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