



Bilingual Community-Based Programs and Outreach Director

JOB DESCRIPTION

Department: Program
FSLA Status: Exempt

Job Status: Full-time
Reports to: Executive 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 Community-Based Programs and Outreach Director is responsible for the oversight and management of the Community-Based Programs, Community Education & Training Program, and Volunteer and Outreach Program. The Community-Based Programs and Outreach Director is a full-time exempt staff position reporting directly to the Executive Director. He/she supervises the School Program Manager, Community Education & Training Manager, Volunteer & Outreach Manager and Katy Program Manager. Fluency in English and Spanish is required.

RESPONSIBILITIES

Community-Based Programs:

- Responsible for providing leadership for, planning and implementation of the vision and strategic priorities established by the Board of Directors for Community-Based Programs (School Program and Katy Program).
- Evaluates Community-Based programs for quality improvement and expansion opportunities.
- Supervises the School Program Manager and Katy Program Manager as they execute their job duties and responsibilities within the policies and to the standards of Bo's Place.
- Cultivates and makes use of working relationships with other organizations and individuals for expansion of Community-Based Programs to meet strategic priorities.
- Plans for and ensures adequate staffing for Community-Based Program expansion.
- Participates in risk management and strategic planning in collaboration with the Board of Directors and Executive Director.



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Bilingual Community-Based Programs and Outreach Director

- Oversees financial management and budgeting for Community-Based Programs in collaboration with the School Program Manager and Katy Program Manager, under the direction of the Finance & Operations Director.
- Participates in ongoing evaluation of Community-Based Programs for quality improvement with the Program Director and Grants and Program Evaluation Manager.

Community Education & Training Program

- Responsible for providing leadership for, planning and implementation of the vision and strategic priorities established by the Board of Directors for the Community Education & Training Program.
- Evaluates Community Education & Training Program for quality improvement and expansion opportunities.
- Supervises the Community Education & Training Manager as he/she executes his/her job duties and responsibilities within the policies and to the standards of Bo's Place
- Participates in a proportionate amount of responsibility with other clinicians in trainings offered both online and onsite at Bo's Place, as well as in the greater Houston community.
- Cultivates and makes use of working relationships with other organizations and individuals for expansion of community training opportunities to meet strategic priorities.
- Oversees financial management and budgeting for Community Education & Training Program in collaboration with the Community Education & Training Manager, under the direction of the Finance & Operations Director.
- Participates in ongoing evaluation of Community Education & Training Program for quality improvement with the Grants and Program Evaluation Manager. Prepares monthly statistical reports for the Board of Directors.

Volunteer and Outreach Program

- Responsible for providing leadership for, planning and implementation of the vision and strategic priorities established by the Board of Directors for the Volunteer & Outreach Program.
- Supervises the Volunteer & Outreach Manager as she executes her job duties and responsibilities within the policies and to the standards of Bo's Place.
- Manages the graduate level intern program.
- Participates in a proportionate amount of responsibility with other clinicians in outreach opportunities in the greater Houston community.
- 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.



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- Serves as an ambassador/advocate, representing Bo's Place to clients, other organizations, and the public.
- Oversees financial management and budgeting for Volunteer & Outreach Program in collaboration with the Volunteer & Outreach Manager.
- Prepares monthly statistical reports for the Board of Directors.
- Works with the Volunteer and Outreach Manager to ensure adequate recruitment, screening, ongoing training, supervision, and retention of volunteers, as well as ongoing evaluation of volunteer satisfaction and quality of volunteer services.

Group Coordinator

- Coordinates and oversees designated grief support group(s) in English or Spanish.
- Contacts participants in any assigned group(s) 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.
- Monitors participants in assigned group(s) and brings clinical issues to weekly clinical meeting.
- Participates in recruitment, ongoing training, supervision, and retention of volunteer facilitators.
- Responsible for the ongoing upkeep of Bo's Place (i.e., cleanup after group nights).
- Prepares activities appropriate to the various ages and needs of the assigned group(s).
- Participates in supplemental grief support programming for individuals enrolled in support groups (i.e., a weekend family bereavement camp, a one-day women's retreat, etc.).

Information and Referral/Intake Responsibilities

- Responsible for the intake and registration process for prospective group participants, both English and Spanish.
- Participates in a proportionate amount of responsibility with other clinicians in responding to Information and Referral Calls/Inquiries, both English and Spanish.
- Participate with other clinical staff in regular review and updating of information and referral resource list.

Other Responsibilities

- Supervises translation of program materials and resources into Spanish, as needed.
- Stays current in knowledge of literature, research, trend in the grief and bereavement support field.
- Participates in weekly Leadership Team and clinical staff meetings, and monthly staff meetings.
- Participates in monthly Program and Outreach Committee meetings.



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- 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/outreach news and stories for Bo's Place e-newsletters, publications, and social media, as requested by the Communications Director.
- Performs other duties as requested by the Executive Director.

QUALIFICATIONS

- Graduate degree in social work, counseling, psychology or marriage and family therapy.
- A minimum of 3 to 5 years of supervisory or management experience.
- Current Texas State license in professional field.
- Clinical experience with adults, children, families, and groups.
- Malpractice insurance coverage at maximum level.
- Fluency in English and Spanish required.
- Proficient in Word, Excel, Power Point, and database processing.
- Highly comfortable utilizing a variety of online platforms and technology applications.
- 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) and abilities/needs of volunteers.
- 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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