



Program Manager

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" The Children's Shelter is waiting for you! Since 1901, The Children's Shelter has touched countless lives and every year, serves over 4,000 children and parents. Become part of a growing team providing high-quality, trauma-informed care for children and families.

The Program Manager assists the Program Director with directing the daily operations of the **KCI Emergency Shelter** to include coordination of client services. He/she also implements procedures established for the operation of the center. The Program Manager provides on the job training and coaching to Intervention Specialists and Shift Supervisors by maintaining an increased floor presence during peak times.

Responsibilities Include:

- Monitoring/supervision: Ensure shift is appropriately staffed to ensure compliance of youth – staff ratio in order to provide the level of supervision necessary to ensure each resident's safety and well-being, including auditory and/or visual awareness of each resident's on-going activity as appropriate by positioning self to be able to immediately intervene when necessary to ensure each resident's safety.
- Treatment: Implements TBRI practices by meeting complex needs of children, using Empowering Principles to meet physical needs, Connecting Principles for attachment needs, and Correcting Principles to disarm fear-based behaviors. Staff will use the TBRI skills and tools to be successful in their various roles.
- EBI: Strict adherence to Texas Minimum Standards and The Children's Shelter's policy encompassing the use of emergency behavioral interventions (short restraint and personal restraint). The goal of each disciplinary measure must be to teach the child acceptable behavior and self-control. Ensure the caregiver explains the reason for the disciplinary measure when the caregiver imposes the measure.
- EBI: Responsible for oversight of behavioral crisis interventions with residents during scheduled hours, assuring compliance with applicable external and internal standards.
- Activities: Ensure programs and associated activities are in compliance with Texas Minimum Standards, regulations, and laws that govern residential programming for residents. Ensure a safe environment, cultivate developmentally appropriate independence in resident through planned but flexible program activities.

Requirements:

- Trust Based Relational Interventions (TBRI) certified preferred.
- Working knowledge of Trauma Informed Care as defined by DFPS and contract.
- Licensed as a Child Care Administrator under the provisions of Chapter 43 of the Texas Human Services Code preferred or eligible to work towards licensure within one year of employment
- Bachelor's degree in human services or related field preferred.
- Two years supervisory experience in child/adolescent emergency shelter or equivalent setting.
- Working knowledge of principles and application of trauma informed care model in residential settings, including emphasis on minimal use of physical restraint preferred.
- Strong working knowledge of program operations to include licensing standards, accreditation standards and contract standards.
- Strong history of training staff.
- Bi-lingual in English and Spanish preferred.
- Working knowledge of Texas Minimum Standards of General Residential Operations for Emergency Shelters.

The Children's Shelter is an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.

You can apply on-line by visiting our website www.chshel.org or in person at:

2939 W. Woodlawn Ave.
San Antonio, TX 78228
Monday-Friday 8am-5pm