



Program Director - WCCY

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 Director will support the Assistant Program Director and management team by assisting in the direct care and management of children and adolescents. The Program Director will provide supervision, safety and crisis management for resident population for the Emergency Shelter. He or she will ensure quality care and treatment of all residents and promotes the highest level of safety, physical, mental and psychological well-being of the children and adolescents in accordance to agency, DFPS Minimum Standards for General Residential Operations, the Council on Accreditation, and other local, state or federal regulatory requirements. The Program Director ensures that Trauma Informed principles of safety, collaboration, choice, empowerment, and trustworthiness are implemented to ensure a safe and therapeutic environment. The Program Director interacts with children and adolescents in a positive and respectful manner, providing a nurturing and secure environment at all times.

Responsibilities Include:

- Responsible for overall safety, welfare, care and security of children and adolescents in care.
- Prevent and manage crisis situations with children and adolescents who have various behavioral issues such as mental instability, physical and emotional abuse, substance abuse, physical aggression, etc.
- Ensure shift is appropriately staffed to ensure compliance of youth to 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 child's safety
- Work directly with staff and school personnel to provide support focused on anticipating and averting crises; modeling restorative practices, redirection, and restraint techniques; and offering direct support as appropriate and within licensing guidelines when a resident is in immediate crisis.
- Ensure all the medical needs of children and adolescents are met.
- Coach staff on intervention techniques to ensure the safety of all children and adolescents.
- Facilitate and maintain appropriate communications and relationships with staff, professionals and the community.
- In conjunction with the Assistant Program Director, assesses the safety or flight risk of children and adolescents, determining, and communicating with staff potential solutions to mitigate risks.
- Maintain active floor presence as deemed necessary during weekday/weekend shifts and during peak times.
- Participate as part of the multidisciplinary team to create plans to support the children and adolescents in care.
- Monitor individual treatment plans, safety/behavioral plans, record patient behavior/daily activities and provide a safe, supportive environment for children and adolescents.
- Understand and adhere to agency policies, procedures and external regulations such as from DFPS/DSHS, Council on Accreditation, etc.
- Provide floor support to Assistant Program Director, Supervisors and Youth Care Specialists through constant monitoring of residents for potentially unsafe behaviors.
- Supports the general maintenance upkeep of the facility; ensure facility meets licensing standards and safety guidelines.
- Maintain high performance standards for staff.

Requirements:

- Must be available to work evenings and weekends
- Master's degree applicable to nonprofit activities (social work, counseling, business, management, etc.) required.
- Licensed as a Child Care Administrator.
- Working knowledge of residential treatment center operations to include licensing standards and contract management.
- Personal stability, maturity, integrity, optimism, and team spirit.
- Minimum of 5 years' experience of nonprofit management, including supervising paid staff and volunteers; program development; residential treatment center or residential care operations.
- Computer literate with Microsoft Office (Word, Excel, PowerPoint) and Microsoft Outlook

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