



VP of Residential Services

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 VP of Residential Services is responsible for overseeing and providing leadership to the daily programmatic operations of two emergency shelter programs. The VP of Residential Services supervises the Program Director of each Emergency Shelter and will be responsible for the operation's compliance with all applicable licensing minimum standards, DFPS/DSHS contract standards and Council on Accreditation (COA) program standards. The VP will collaborate with the COO and Program Directors to recommend policies, priorities, projects, and budget that will reinforce the safety and well being of our clients and staff, as well as fostering high engagement and retention of staff.

Responsibilities Include:

- Works in partnership with the COO of The Children's Shelter to create strategic plans and implement new processes and approaches to achieve goals and outcomes that will contribute to the safety and well-being of clients and staff.
- Creates strategies, executes, and operationalizes the strengthening and management of the culture and practices that reflects the organization's mission and core values and fosters high engagement and retention of staff.
- Creates strategies, executes, and operationalizes our trauma informed care principles within program practices, policies, procedures, and day to day operations.
- Collaborating with the Program Director(s), assesses the safety (i.e., suicide precaution, flight risk, etc.) and well-being of our clients, and ensuring appropriate mitigation and safety plans are in place.
- Ensures a continued assessment and consideration of the strengths/needs of the children we serve to promote the ideal service delivery, while maintaining their safety and well-being.
- Leads the performance management process that measures and evaluates progress against goals and employee engagement for the program and agency.
- Regularly evaluates the quality and varieties of services provided by the program and implements changes as needed.
- Support, motivate and supervise the Program Directors to ensure effective implementation of our agency's mission and vision, employee engagement, compliance with all agency policies/procedures, COA standards, and licensing minimum standards.
- Ensure program leadership consistently provides ongoing reflective supervision, coaching, training, and support to staff to create and maintain an environment of safety, well-being, and a highly engaged team.
- Builds and maintain strong collaborative communications and relationships between other agency Directors, agency staff, professionals, and the community.
- Role-models the strengthening and management of the culture and practices that reflects the organization's mission, core values, employee promise, and fosters high engagement in staff.
- Ensure timely and accurate documentation in the agency database of all required incident reports, client satisfaction surveys, medication errors, injuries, illnesses, and hospitalizations.

Requirements:

- Must be licensed as a Child Care Administrator.
- Master's degree applicable to nonprofit activities (social work, counseling, business, management, etc.) required.
- Minimum five years of experience working in a leadership role in a general or residential operation.
- Working knowledge of general residential operations to include licensing standards and contract management.
- Knowledge of nonprofit management to include budgeting and personnel management.

- Computer literate with Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Ability to learn to use the electronic client file system Kaleidacare.
- Maintain valid driver's license.
- Favorable background check; TB test at time of employment and completion of questionnaire annually
- Skilled in organizing work in a responsible way in an environment with multiple challenges and priorities.
- Ability to engage and communicate effectively with persons from diverse cultures and communities, as well as from different groups, including children, their parents, agency colleagues, support staff members, supervisors, administrators, and the legal and judicial system.

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.childrensshelter.org or in person at:

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