



CK Family Services, Inc.

Job Description

TITLE: Manager of Licensing and Family Assessment Services

REPORTS TO: Vice President of Operations & Continuous Improvement

SUPERVISES: Foster Care Licensing Supervisor
Family Assessment Supervisors

STATUS: Exempt

JOB CODE: 005

AUTHOR: Operations

BASIC FUNCTION:

Direct family, staff, and agency licensing and assessment programs. Responsible for the successful accomplishment of goals and responsibilities of the Licensing Department and the Family Assessment Program.

External Candidates Apply [HERE](#)

RESPONSIBILITIES/TASKS:

NOTE: Some descriptions may have more specific duties and/or goals and objectives attached to this form. Such attachments normally reflect unique aspects of specific shifts, departments, etc.

GENERAL TASKS:

- *1. Maintain Child Placing Management Staff requirements to conduct and approve home screenings, reports, assessments, and additional requirements as indicated by Minimum Standards for Child Placing Agencies and State Contracts to approve Foster/Adoptive homes for licensure.
- *2. Supervises Family Licensing Program and Family Assessment Program with strict accountability for efficiencies and quality. Ensure training requirements are met, job duties are completed in a timely manner, and time is used appropriately. Direct program supervisors/leads to empower success. Develop expectations/goals and means for measuring success and communicate with program staff, initiating changes as needed. Complete monthly, individual, face-to-face supervision with each employee.
- *3. Maintain professional contact with CK Family Services staff, DFPS staff and program subcontractors.
- *4. Develop and maintain in-depth knowledge of Minimum Standards for Child Placing Agencies, Residential Child Care Contract, Community Based Care Contracts, Covenant Kids Policies and Procedures, particularly as they relate to screening and verification of families, Home Study and Report Services Contract, and all other contracts, agreements and memorandums of understanding, as applicable. Communicate any concerns to Director of Foster Care Services.

- *5. Review, analyze, and provide data for business decisions and strategic planning purposes using tools such as Excel, PowerPoint, and other data visualization applications (e.g. Tableau, PowerBI, or QlikView).
- *6. Coordinate hiring for and evaluation of the performance of subcontractors for home studies and assessment efforts.
- *7. Develop, manage, and maintain system of referrals, assignments, and work product review.
- *8. Oversee the production and maintenance of all department and program Policies, Procedures and Processes to ensure team is working effectively and efficiently.
- *9. Oversee and strategize problem management (continuous improvement), including formal programmatic communication, case-by-case problem-solving, and oversight of the complaint resolution process.
- *10. Participate in DFPS meetings, conferences, and trainings to include quarterly performance review meetings. Oversee Court-related services in which home study writers are asked to certify recorded results in cases of litigation or investigations that use screenings, reports, and assessments by CK or subcontractors.
- *11. Ensure that the provider network to perform contract work is maintained to include required trainings for onboarding of contract staff.
- *12. Oversee training required related to the work for staff and contractors ensuring that training topics are fresh and current.
- *13. Maintain professional contact with CK staff, DFPS staff and other stakeholders as needed.
- *14. Complete thorough, accurate screenings, reports, assessments, and updates, as needed.
- *15. Oversee the development and management of the Family Assessment Program and the Family Licensing department from a Quality Improvement perspective by leading data-gathering efforts and improvement projects with cross-functional resources.
- *16. Participate in Covenant Kids team meetings and PQI meetings, as scheduled.
- *17. Participate in Covenant Kids Treatment Team Meetings and Directors' Meetings, as requested.
- *18. Complete and report data (Key Performance Indicators) related to goals in a timely and accurate manner.
- *19. Open and process mail / e-mail, daily, in a timely manner.
- *20. Input data into computer in an accurate and timely manner.
- *21. Represent Covenant Kids in the community by attending meetings and gatherings as needed.
- *22. Travel within DFPS Regions as needed.
- *23. Travel within the state, and nationally, may be required, at times.
- *24. Maintain compliance with all Covenant Kids policies, procedures, and regulatory requirements including all state and federal laws.
- *25. Maintain confidentiality as required by government law and regulations.
- 25. Perform all other duties as assigned.

* Task which is an essential function of the position.

POSITION REQUIREMENTS, KNOWLEDGE, SKILLS & ABILITIES:

NOTE: These requirements represent minimum levels to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.

1. Requires basic understanding of a specialized area within a comprehensive field of knowledge normally acquired through four years of high school; one to three years of college or vocational school, or equivalent experience preferred; master's degree preferred; minimum three years related experience, plus one year of managerial experience preferred. Licensed Professional of the Healing Arts or Healthcare Administration preferred.

2. Experience in identifying, planning, executing and controlling continuous improvement projects related to productivity and quality processes.
3. Working knowledge of database, analytical, and reporting tools such as MS Excel and PowerPoint.
4. Must lead a team in continuous improvement or project management as certification entities dictate.
5. Fundamental statistical understanding for data-driven decision-making models, metrics, and reporting purposes.
6. Ability to motivate people; ability to develop and exercise good supervisory skills.
7. Ability to walk frequently; occasionally stand for prolonged periods of time; occasionally required to squat, climb stairs, kneel and twist; sit for prolonged periods of time.
8. Ability to concentrate on fine detail with some interruption; ability to focus attention on tasks for 45-60 minutes at a time on a continuous basis.
9. Professional demeanor and appearance required. Ability to comply with Covenant Kids Professional Appearance in the Workplace policy.
10. Ability to handle multiple tasks; self starter; energetic; detail –oriented, with good organizational skills.
11. Ability to communicate professionally and effectively both orally and in writing.
12. Ability to deal with a variety of adults and children with a range of personalities and problems; maintain confidentiality.
13. Personality attuned to the requirements of meeting needs of clients and ability to establish and maintain effective working relationships with other employees and the public.
14. Good character, personal attributes and mannerisms to be a good adult role model for clients and their foster families, and as a professional for staff under supervision.
15. Sufficient good health to properly discharge duties. Employees shall not be permitted to work who have infectious disease or skin lesion, for the duration of the communicability.
16. Ability to relate to multiples ideas and the concepts/theories behind the ideas; ability to remember multiple verbal and written tasks/assignments over several days and occasionally up to several months.

The purpose of Covenant Kids job descriptions is to describe the basic function, major responsibilities/tasks and essential functions of each job. The descriptions also provide information useful for recruiting, training and performance appraisal. This document does not create an employment contract, nor does it modify the at-will employment status of all employees.

A job description is not meant to inhibit employee creativity or innovation. The description will be revised as job responsibilities change materially.

By my signature, I acknowledge that I have read and understand the job description, and I am able to perform the essential functions of the job.

Signature

Date