



Job Posting

Job Title: Licensing Supervisor		Department/Program: Licensing Department	
Posting Date: 04/25/2019	FLSA Status: Exempt	Pay Grade: 6	
Submit Cover Letter and Resume to Careers@fssnf.org			
FSS Mission Statement			
The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.			
Organizational Expectations			
<p>Commitment – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in their current position for a minimum period of one year before posting for another internal position.</p>		<p>Career Development – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.</p>	
<p>Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.</p>		<p>Teamwork – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.</p>	
<p>Responsible Citizenship – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.</p>		<p>Customer Service – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.</p>	
Position Summary:			
<p>This is a management position requiring expertise in the overall management and delivery of services to foster homes. This position is responsible for directing a team of employees in the planning, monitoring, evaluation, licensing and re-licensing of foster homes and in the delivery of services overall. This position is critical in making sure we comply with state regulations and statutes in regards to out of home care and also to ensure all of our caregivers are receiving the support they need to succeed.</p>			
Minimum Qualifications			
Education	Bachelor’s Degree from an accredited college or university, masters preferred.		
Experience	Minimum three years of professional child welfare experience required. Prior management experience in a non-profit/child welfare organization preferred.		
Minimum Qualifications	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Ability to:</p> <ul style="list-style-type: none"> • Understand and commit to the FSS mission. • Determine work priorities, assign work, and ensure proper completion of work assignments. • Work effectively with the Licensing Manager and Director of Licensing & Placement to execute programs and services. • Communicate effectively verbally and in writing. 		

	<p>Knowledge of:</p> <ul style="list-style-type: none"> • Crisis intervention and problem solving techniques. • Social, economic, health and/or rehabilitative services objectives. • Methods of compiling, organizing, and analyzing data. • Florida Statutes, codes, and CFOP <p>Skills:</p> <ul style="list-style-type: none"> • Customer service skills and experience.
Licensure, Certification, and/or Registration	Valid driver's license and the successful completion of Child Welfare certification training by DCF for Family Services Counselors/Licensing Counselors within 12 months of hire (required). Current certification in First Aid and CPR (preferred).
Other Requirements	<ul style="list-style-type: none"> • Clear a Level II background screening. • Clear a reference check (professional and personal). • Clear a local background check from the County in which you reside. • Clear a substance abuse screen. • Provide a copy of all degrees prior to your first day of employment. • Clear a Motor Vehicles Records check. • Provide proof of, and maintain a minimum personal auto liability insurance level \$100,000/\$300,000. • Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify).

Job Duties

Essential Duties.	% of Time
Supervision, evaluation, and training of staff to achieve goals of department and ensure proper exchange of information and communication to achieve objectives through review of data, tracking and monitoring monthly reports and communication back to the manager.	30%
Conducting staff meeting and monthly supervisory reviews and attend placement staffings, FCRC monthly staffings, foster care referrals, exit interviews and monitor and communicate complaints	40%
Assist in coordination of foster parent recruitment as necessary, ensure agency compliance and requirements for licensing and re licensing of foster homes.	30%
Treat foster parents, the public, and co-workers with courtesy, respect, and dignity and present a positive public image	Always
Perform other duties.	As needed.

Supervisory/Decision Making Authority

This position requires the customary supervision and management of a team of employees from the Licensing Department and specialized services staff.

Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:

- (1) Will need to determine when to escalate issues regarding foster homes to the Licensing Manager or Director of Licensing and Placement.
- (2) Will need to determine most appropriate staff member to assist with daily operational issues that come up without notice to achieve daily tasks and agency needs.

Contribution and Impact

This position is responsible for ensuring Licensing Department outcome measures and goals such as time frames for initial and re-licensing packets, number of recruited homes, number of total foster homes, number of PRIDE registrants, number of retained foster homes, and number of large sibling homes.

Strategic Value

This position ensures that all program activities operate consistently and ethically within the mission and values of the agency.

PHYSICAL REQUIREMENTS: (R=Required P=Preferred)



Sitting <u>R</u> Standing <u>R</u> Walking <u>R</u> Lifting <u>P</u> (Specify) Carrying <u>P</u> Kneeling <u>P</u> Pushing/Pulling <u>P</u> Bending/Stooping <u>P</u> Climbing <u>P</u> Reaching <u>P</u> Crawling/Crouching <u>P</u> Grasping <u>P</u> Turning <u>P</u> Repetitive Motions <u>P</u> Color Recognition <u>P</u> Depth Perception <u>R</u> Reading <u>R</u> Hearing <u>R</u>
HAZARDS: (X=Potential Exposure)
Proximity to moving mechanical parts <u> </u> Electrical current <u> </u> Toxic or caustic chemicals <u> </u> Radiation <u> </u> Biohazards (airborne or contact) <u> </u> Housekeeping and/or cleaning agents <u>X</u> Flammable, explosive gases <u> </u> Human-borne pathogens <u> </u> Other:
SKILL REQUIREMENTS: (R=Required P=Preferred) Drive motor vehicle <u>R</u> Prepare food <u> </u> Typing/Keyboard <u>R</u> Word processing software <u>R</u> Data base software <u>R</u> Spreadsheet software <u>R</u> Other software <u>R</u> Calculator <u>R</u> Operate office machines <u>R</u> (Fax, Copier) Verbal communication (including telephone) <u>R</u> Written communication (including composition) <u>R</u> Public speaking/group presentations <u>R</u> Team-oriented and collaborative interpersonal relationships <u>R</u> Respectful client relationships <u>R</u> Client assessment and evaluation <u>R</u> Retrieve and compile information <u>R</u> Verify data <u>R</u> Maintain records <u>R</u> Organize and prioritize information <u>R</u> Analyze and interpret information <u>R</u> Investigate, evaluate and recommend action <u>R</u> Basic mathematical concepts (add, subtract, multiply, divide) <u>R</u> Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) <u>P</u> Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) <u>P</u> Reasoning and logic <u>R</u> Sensitivity to service population's cultural and socioeconomic characteristics <u>R</u>
<p><i>FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.</i></p>