



Director of Consumer Affairs

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" Family Tapestry, a Division of The Children's Shelter, is looking for you! Since 1901, The Children's Shelter has provided a continuum of Trauma-Informed Care for Bexar County children with a history of prolonged abuse, abandonment and/or neglect. Family Tapestry was created in 2018 to weave together the community to transform the foster care experience in Bexar County. Our goal at Family Tapestry is to ensure each child is safe in care, achieves permanency, improves their overall wellbeing, experiences fewer moves and shorter stays in care, and increases family engagement, which leads to better outcomes, trusting relationships, and meaningful connections. It takes one person to change the life of a child. Will you be part of our tapestry to fulfill our mission?

The Director of Consumer Affairs will serve as the central point of contact to resolve complaints, disputes, and grievances from the provider network, children and youth, families, attorney ad litem, and other key stakeholders within the SSCC continuum of care. The Director of Consumer Affairs will develop and execute comprehensive policies and procedures to respond and track grievances, disputes and complaints in a timely manner.

Responsibilities Include:

- Lead the daily operations of the Consumer Affairs Department.
- In collaboration with COO, regularly reviews agency strategic goals, executes on strategic initiatives, and monitors contractual outcomes to ensure compliance
- Oversees and responds to Family Tapestry, network providers, families, youth, attorney ad litem, and other key stakeholders' grievances, disputes and complaints.
- Develop consumer affairs complaint resolution policies and procedures under the direction of the Chief Operating Officer.
- Analyzes consumer complaints to determine whether a violation or a breach of contract provisions has occurred.
- Respond timely and appropriately to consumer complaints, and provide solutions to questions, inquiries, or problems.
- Responsible for development and maintaining strong working relationships with Family Tapestry, network providers, families, youth, attorney ad litem, and other key stakeholders

Requirements:

- Minimum of two years supervisory experience.
- Requires a minimum of a Bachelor's Degree from an accredited college or university and a working knowledge of consumer affairs, internal affairs, and/or experience in customer relations management.
- Experience in mediating conflicts and investigative/interviewing techniques preferred
- Previous work in the foster care system or understanding of the Texas DFPS system is preferred.
- Demonstrated ability to build strong relationships and network within the community.
- Bilingual with English and Spanish is a plus

Family Tapestry is a Division of The Children's Shelter - 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.familytapestry.org or in person at:

2939 W. Woodlawn Ave.

San Antonio, TX 78228

Monday-Friday 8am-5pm