



familytapestry

Policy and Systems Improvement Manager

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 Policy and System Improvement Manager will serve as the central point of contact to effectively resolve complaints, disputes, and grievances from the provider network, children and youth, families, attorneys ad litem, and other key stakeholders within the SSCC continuum of care. The Policy and System Improvement Manager will also oversee the operational policies for Family Tapestry, as well as the ICPC policies and process. The Manager of Policy and System Improvement supervises the Consumer Affairs Specialist, Policy Specialist and the ICPC Specialist.

Responsibilities Include:

Consumer Affairs:

- Lead the daily operations of the Policy and System Improvement Department.
- Responds to Family Tapestry, network providers, families, youth, attorney's ad litem, and other key stakeholders' grievances, disputes and complaints.
- Analyzes consumer complaints to determine whether a violation or a breach of contract provisions has occurred and provides recommendations for process improvements and training updates for Family Tapestry staff.
- In collaboration with the Director, regularly reviews agency strategic goals, executes on strategic initiatives, and monitors contractual outcomes to ensure compliance

Operational Policy Oversight

- Oversees the operational policies and procedures to ensure alignment with regulatory, state, and federal laws, as well as DFPS policies and procedures.
- Enters policies and procedures into a Knowledge Platform and/or application in an accurate and business friendly manner so that policy can be easily understood by all levels of staff within the Family Tapestry division.
- Collaborates with leadership in process, program and/or procedure development and revisions.

ICPC

- Develops and maintains efficient processes for handling of incoming and outgoing ICPC requests to ensure compliance with federal timeframes (Safe and Timely Interstate Placement of Foster Children Act)
- Provides technical assistance and subject matter expertise to Family Tapestry caseworkers and management regarding interstate inquiries.
- Liaisons with DFPS Texas Interstate Compact Office to ensure successful collaboration and placement.

Performance Management

- Supervises the Consumer Affairs, Policy and ICPC Specialists.
- 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.
- Establishes and clearly communicate performance expectations and delegated responsibilities.
- Conducts coachings, Reflective Supervision and develops staff on a regular basis; provides opportunities for the professional development of the staff

- Oversees the interviewing, hiring, and training of employees; plans, assigns and directs work, evaluates performance, rewards and disciplines employees; addresses complaints and resolves grievances/issues or employee concerns.

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
- Two years' experience of previous work with child/youth and/or families in Texas DFPS or understanding of the Texas DFPS system is required.
- Working knowledge or Minimum Standards for Child Placing Agencies is preferred.
- 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.