



familytapestry

Quality Assurance and Contracts Supervisor

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 Quality Assurance and Contracts Supervisor is responsible for ensuring compliance with minimum standards and contractual requirements within the provider network. The QA Supervisor collaborates with the provider network to develop, implement, and approve performance improvement plans to ensure contractual performance outcomes are met. Additionally, the Supervisor is responsible for monitoring the contracts within the Single Source Continuum Contractor (SSCC) network.

Responsibilities Include:

- Oversees and approves new provider contracts and performance outcomes for the Provider Network.
- Develops quantitative indicators that can be used by Family Tapestry and the Provider Network to objectively measure the Provider's performance outcomes, and to improve services to clients.
- Oversees the reporting requirements necessary to comply with Family Tapestry contract with the Texas Department of Family Protective Services.
- Tracks monitoring of provider network and provides reports to the Sr. Director of Quality Assurance and Contracts the progress of the Provider Network
- Staffs with the Sr. Director of Administration any providers that may require termination of contracts for poor performance
- Conducts weekly meetings with the Quality Assurance and Contracts team.
- 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.
- Interviews, hires, plans, assigns, and directs work; evaluates employee performance; rewards and disciplines employees; addresses complaints and resolves problems.
- Supports the strengthening and management of the culture and practices that reflects the organization's mission and core values and fosters high engagement in staff.
- Builds and maintains strong, collaborative relationships with the provider network and community stakeholders.

Requirements:

- Minimum of one year of supervisory experience is preferred
- Experience managing contracts, conducting audits/oversight is required.
- Requires a minimum of a bachelor's degree from an accredited college or university and a Master's degree in or related field is preferred.
- Two to Five years' experience working at CPA, GRO, or DFPS
- Working knowledge of Minimum Standards for Child Placing Agencies and General Residential Operations is preferred
- Skills in organizing work in a responsible way in an environment with multiple challenges and priorities

- Maintain current driver's license/access to reliable and safe transportation for self.

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