

Bo's Place

Community Education and Training Manager

Reports to: Spanish Programs and Outreach Director

FSLA Status: Exempt

Hours: Full time

JOB SUMMARY

In keeping with the purpose, mission and vision of Bo's Place, the Community Education and Training Manager is responsible for management of the community education and training program and assists with the implementation of Bo's Place programs. Job responsibilities are divided into five areas: Management of the Community Education and Training Program, Group Coordinator, Information and Referral/Intake Services, Program Evaluation/Quality Improvement, and Administrative. The Community Education and Training Manager is a full-time position under the supervision of the Spanish Programs and Outreach Director and supervises the Volunteer and Outreach Coordinator.

JOB DESCRIPTION

Management of the Community Education and Training Program:

- Develops and manages the community education and training program budget.
- Develops and manages the community education and training communication plan.
- Manages community education program evaluation and compliance requirements for providing continuing education credits for workshop participants.
- Prepares monthly statistical reports for staff leadership team and board of directors.
- Assesses and monitors organizational capacity for providing requested online, onsite, or offsite workshops/trainings and outreach.
- Schedules and coordinates staffing of workshops/trainings and outreach.
- Presents workshops/trainings and staffs outreach opportunities.
- Manages master's level intern education and training program.
- Manages volunteer facilitator education and training program.
- Oversees the development and implementation of new training/workshop opportunities.
- Cultivates relationships with organizations and individuals to build collaborative partnerships and increase awareness of the needs of the bereaved and grief support services available in the community and at Bo's Place.
- Serves as an ambassador/advocate, representing Bo's Place in the community.

Group Coordinator Responsibilities:

- Coordinates and oversees a minimum of one online or in-person support group, as assigned.
- Maintains contact with participants enrolled in assigned support group(s), including reminders before each group and as needed to check in concerning follow-up after group, absences, transfers and exiting from group.
- Participates in the development, coordination, and staffing of supplemental activities and programs for support group participants (i.e., camps, retreats, summer programs, online activities).
- Participates in recruitment, ongoing training, supervision, and retention of volunteer facilitators.
- When necessary, facilitates or co-facilitates a group in the absence of a volunteer facilitator.

Information and Referral/Intake Responsibilities:

- Conducts telephone intakes for potential group participants.
- Responds to information and referral calls/inquiries.

- Participates in regular review and updating of referral resource list.

Program Evaluation/Quality Improvement Responsibilities:

- Stays current in knowledge of literature, research, trends in the grief and bereavement support field.
- Cultivates and makes use of working relationships with other organizations and individuals in the field to continually evaluate and improve support services offered at Bo's Place.
- Contributes to the development of plans for the enhancement and expansion of program services.
- Participates in ongoing evaluation of program services for quality improvement.

Administrative Responsibilities:

- Supervises the Volunteer and Outreach Coordinator.
- Participates in weekly clinical staff meetings and monthly staff meetings.
- Participates in monthly Outreach Committee meetings.
- Attends and staffs fundraising special events, as requested.
- Performs other duties as requested.

QUALIFICATIONS

- Graduate degree in social work, counseling, psychology, or marriage and family therapy
- A minimum of 3 to 5 years of supervisory or management experience
- Current Texas State license in professional field
- Clinical experience with children, adults, and groups
- Malpractice insurance coverage at maximum level
- Highly organized and proficient in Word, Excel, Power Point, online platforms (i.e., Zoom, CE-Go) and database processing (i.e., Apricot)
- Strong presentation skills
- Ability to tolerate intense affect, including strong expressions of grief
- Ability to contain others' anxiety, as well as one's own anxiety
- Ability to assess needs of group participants (i.e., appropriateness of support groups or therapy) and abilities/needs of volunteers
- Ability to recognize and maintain appropriate boundaries
- Flexible and able to maintain a supportive, helpful attitude while working with a variety of stakeholders –staff members, volunteers, community members
- Strong organizational skills
- Excellent verbal and written communication skills
- Strong team orientation
- Integrity, warmth, positive outlook, compassion, and a good sense of humor
- Bilingual in Spanish a plus

GENERAL INFORMATION

This is a full-time position with additional evening and weekend hours when necessary to accomplish Bo's Place objectives.

PLEASE EMAIL RESUME TO: info@bosplace.org