



# Family Groups Manager

## JOB DESCRIPTION

Department: Program  
FSLA Status: Exempt

Job Status: Full-time  
Reports to: Program Director

Work schedule:

Office Hours generally 8:30 a.m. – 5:30 p.m. Evening and weekend hours required to meet program objectives or for special events.

## MISSION STATEMENT

To enhance the lives of those who have experienced the death of a loved one.

## POSITION SUMMARY

In keeping with the purpose, mission, vision and strategic priorities of Bo's Place, the Family Groups Manager assists with the implementation of Bo's Place programs. The job responsibility is divided into five areas: management of an assigned family groups program, information and referral/intake, program evaluation/quality improvement, community education/outreach, and administrative. Fluency in English and Spanish is required. The Family Groups Manager is a full-time staff position reporting to the Program Director.

## RESPONSIBILITIES

Management of a Family Groups Program:

- Responsible for the application and registration process for families new to the assigned family group programs (online or in-person), including new family orientations, review of all intake forms, and coordination with community mental health professionals, as needed.
- Responsible for coordinating and overseeing designated family grief support groups.
- Responsible for contacting families in any assigned groups as needed concerning follow up, absences, transfers, and reminders before each group.
- When necessary, facilitates or co-facilitates a support group in the absence of a volunteer facilitator.
- Participates in regular supervision meetings with the Program Director to review clinical issues.
- Participates in training and supervision of graduate level interns.
- Participates in recruitment, ongoing training, supervision, and retention of volunteer facilitators.



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- Responsible for the ongoing upkeep of the Bo's Place facility (i.e., cleanup after groups)
- Prepares activities appropriate to the various ages.
- Responsible for review and enhancement of the family groups curriculum.
- Participates in staffing supplemental grief support programming for individuals enrolled in support groups (i.e., Ofrenda: A Día de los Muertos Event).

## Management of Information and Referral line:

- Managing the scheduling of the staffing of the Information and Referral line and updating the staffing schedule and Bo's Place calendar as needed
- Responsible for the regular review and updating of information and referral list and presenting to the clinical team and Program director for approval.
- Responsible for conducting telephone intakes with families.
- Responds to a proportionate share of Information and Referral Calls/Inquiries with other clinicians.
- Participates with other clinical staff in regular review and updating of information and referral resource list.

## Program Evaluation/Quality Improvement:

- Stays current in knowledge of literature, research, trends in the grief and bereavement support field.
- Participates in ongoing evaluation of program services for quality improvement with the Program Director.

## Community Education/Outreach:

- Participates in a proportionate amount of responsibility with other clinicians in trainings and outreach offered both online and onsite at Bo's Place, and in the greater Houston community.
- As directed by the Program Director, cultivates and makes use of working relationships with other organizations and individuals to build referral sources and to increase awareness of the needs of the bereaved and the grief support services available at Bo's Place.
- Serves as an ambassador/advocate, representing Bo's Place to clients, other organizations, and the public.



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## Administrative:

- Participates in weekly clinical staff and monthly staff meetings.
- Attends and assists in staffing annual volunteer/donor appreciation event and special events (i.e., Hearts of Hope Luncheon, Marathon Hoopla Station, Derby party), as requested.
- Submits program news and stories for Bo's Place e-newsletters and publications, as requested by the Communications Director.
- Performs other duties as requested by the Program Director and/or Executive Director.

## QUALIFICATIONS

- Graduate degree in social work, counseling, psychology, or marriage and family therapy.
- Current Texas State license in professional field.
- Clinical experience with adults, children, families, and groups.
- Malpractice insurance coverage at maximum level.
- Fluency in Spanish required.
- Skills in supervision of staff/volunteers.
- 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 potential participants (i.e., appropriateness of support groups or therapy).
- Ability to recognize and maintain appropriate boundaries.
- Flexible and able to maintain a supportive, helpful attitude while working with a variety of staff and volunteers.
- Strong organizational skills. Excellent verbal and written communication skills.
- Strong team orientation.
- Integrity, warmth, positive outlook, compassion, and a good sense of humor.

PLEASE EMAIL RESUME TO: [info@bosplace.org](mailto:info@bosplace.org)

For questions: [info@bosplace.org](mailto:info@bosplace.org)



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