



Group Manager - Bilingual

ABOUT BO'S PLACE

Bo's Place is a non-profit bereavement center offering free of charge grief support groups in English and Spanish for children, families, and adults in greater Houston and surrounding areas and providing education and resources for those who assist people in grief. Through our Information & Referral Line, in-person and online support groups, school-based groups, education and training programs, and outreach initiatives, Bo's Place supports the bereaved and equips others to better support them, as well.

JOB SUMMARY

The Group Manager assists with the implementation of Bo's Place programs. The job responsibilities are divided into the following areas: management of assigned groups and programing, responding to information and referral inquiries, program evaluation/quality improvement, community education/outreach, and administrative. The Group Manager is a full-time staff position reporting to the Program Director. This position requires fluency in English and Spanish.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management of Assigned Groups and Programing:

- Manages the Ongoing Spanish Family group that meets on Saturdays from 8:30am – 12:30 pm twice a month.
- Responsible for coordinating designated grief support groups and programing including communication and management of participants and volunteers.
- Responsible for management of participants in assigned group or programming from the tracking and documentation needed for the registration process leading up to placement, and the support and communications needed once placed.
- Participates in regular supervision meetings with the Program Director.
- Participates in recruitment, ongoing training, supervision, and retention of volunteers and interns.
- Responsible for the ongoing upkeep of the Bo's Place facility.
- Responsible for review and enhancement of the group curriculum and program activities appropriate to the various ages served.

School Program:

- Responsible for development and implementation of the curricula used in school groups.



where hearts are healed.



Group Manager - Bilingual

- Responsible for communication with community partners related to designation of schools, setting expectations about the School Program and obtaining necessary documentation (contract, MOUs, background checks) for permission to access designated schools.
- Responsible for communication with the designated community partners and school support staff regarding scheduling of group dates/times and return of applications/consents from students.
- Assures all applications and client documentation is complete before assigning groups to School Group facilitators.
- Communicates with School Group facilitators and volunteers about group assignment and group expectations.
- Maintains and distributes grief related resources to school personnel and parents/caregivers.
- Responsible for preparation of school group supplies, resources, and materials for distribution to students and school personnel or designated partnerships/schools.
- Responsible for coordinating and overseeing assigned school grief support groups.
- Responsible for communicating with the designated school representative of any assigned school groups as needed concerning follow-up with students, absences and/or reminders related to each school group.
- Ensures that all participants receive resources and materials needed for group.
- Responsible for program assessment for each assigned school group.
- Communicates with the parents of participants in school groups about the group, other opportunities offered by Bo's Place and grief related resources.

Information & Referral Line:

- Responds to Information & Referral calls and emails.
- Assists in reviews and updates of the 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:

- Serves as an ambassador/advocate, representing Bo's Place in the community.



where hearts are healed.



Group Manager - Bilingual

- Participates in training and outreach presentations offered both online and onsite at Bo's Place, and in the greater Houston community. Both presents and assists in developing new materials.
- Cultivates 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.
- Provides assistance and participates in education awareness and outreach events including but not limited to Bo's Place internal events (i.e. Ofrenda: A Día de los Muertos Event, Volunteer Appreciation event, quarterly outreach events, open houses) and external events (i.e. community fairs, speaking engagements, etc.)

Administrative:

- Participates in program staff and Bo's Place all staff meetings.
- Attends and assists in special events (i.e., Hearts of Hope, Marathon Hoopla Station, Derby party), as requested.
- Submits program news and stories for Bo's Place e-newsletters and publications.
- Performs other duties as requested by the Program Director or Executive Director.
- Maintains and updates participant data in the program database and other data needed for grants and monthly reports

MINIMUM QUALIFICATIONS

- Fluency in English and Spanish.
- 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.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proficiency in Microsoft applications required.
- Skills in supervision of staff/volunteers.
- Flexible and able to maintain a supportive, helpful attitude and work well with different constituent groups such as volunteers, other staff, and members of the community.
- Ability to tolerate intense affect, including strong expressions of grief.
- Strong organizational skills. Excellent verbal and written communication skills.



where hearts are healed.



Group Manager - Bilingual

- Strong team orientation.
- Integrity, warmth, positive outlook, compassion, and a good sense of humor.
- Ability to discern and protect privileged/confidential information.
- Ability to multi-task, organize and prioritize tasks

GENERAL INFORMATION

This is a full-time exempt position with additional evening and weekend hours sometimes necessary to accomplish Bo's Place objectives. Work duties may be location specific to Bo's Place, satellite locations or other work sites.

Department: Program
FSLA Status: Exempt

Job Status: Full-time
Reports to: Program Director

TO APPLY

Please email resume to info@bosplace.org



where hearts are healed.