

**JOB DESCRIPTION**  
**JOB TITLE: Monitoring and Outcomes Manager**

**DEPARTMENT:** Performance and Risk Management

**I. POSITION PURPOSE**

Monitors all orders and plans related to foster care litigation and heightened monitoring, coordinates oversight of outcomes, and prepares quality improvement plans for submission, under the direction of the supervising Vice-President.

**II. NATURE AND SCOPE OF RESPONSIBILITIES** include, but are not limited to, the following. Other duties may be assigned.

Responsible for monitoring staff performance on outcomes and goals related to remedial orders and other court orders.

Providing reports to leadership per required time frames to monitor submission of documentation. Maintains a working relationship with DFPS and the court monitors, as well as other SSCC agencies.

Participates in the development of continuous quality improvement plans for the agency.

Ensures timely completion/receipt of documentation and provides documentation to stakeholders as required.

Works with case management and quality improvement departments to facilitate timely and accurate responses as required by Court Monitors or DFPS.

Assists with training and/or guidance to staff on process improvement to ensure compliance.

May be required to travel in order to attend meetings, training, or conduct business off site. Must have a valid driver's license and meet agency underwriting standards if driving on agency business. Not required to transport clients.

Refrains from assuming any duty that is unrelated to and/or interferes with the responsibilities of the position.

Advocates, promotes, and practices cultural sensitivity and responsiveness in all day-to-day interactions.

Develops, promotes, and practices teamwork in all activities.

No direct supervision of staff is required in this position.

**SUPERVISION:**

Position does not provide supervision.

**III. EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:**

Master's degree in Human Service-related field preferred.

Bachelor's degree in Human Service-related field and a minimum of two years' experience working in Texas child welfare required.

**PRESENTATION SKILLS:**

Ability to read, analyze and interpret common scientific and technical journals, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or Board of Directors.

**FINANCIAL/COMPUTATIVE SKILLS:**

Ability to read and interpret financial statements, budgets, audit reports, etc. Ability to perform basic mathematical operations such as discounts, interest, commissions, proportions, percentage, area, etc. Ability to apply concepts of basic algebra, geometry, and statistics. Familiarity with computers and their capabilities.

**ANALYTICAL ABILITY:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical, graph, chart or diagram form and deal with abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

None required.

**IV. PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk, hear, stand, sit, and walk. The employee frequently is required to use hands and fingers; climb or balance; and stoop or kneel.

The employee must regularly lift and/or move up to 10 pounds, occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

**V. WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

**VI. PRINCIPAL ACCOUNTABILITIES**

Responsible for monitoring foster care litigation orders/plans and outcomes.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature