

STARRY, Inc.  
Position Description  
**Director of Family Support Services**

**POSITION ASSIGNMENT**

Position Title: Director of Family Support Services

Company: STARRY

Status: Exempt, Full-Time

Reports to: Senior Director of Family Support Services

**STARRY Vision:** We envision a Texas where every child has a healthy, forever family.

**STARRY Mission:** We nurture children, strengthen families, and restore hope through counseling, fatherhood and family preservation services.

**STARRY Core Values**

- S** Service World-class service is our passion.
- T** Together We are stronger together.
- A** Access Everyone is welcome here.
- R** Responsibility Shared ownership produces successful outcomes
- R** Relationships Healing happens when people feel safe, secure and loved.
- Y** You Our clients, community, stakeholders and staff are our priority.

**POSITION SUMMARY**

The Director of Family Support Services will oversee the contractual obligations for the Family Support Services Division of Texas Health and Human Services (HHS) for family-focused programs, including Family and Youth Services (FAYS) and Fatherhood EFFECT (Educating Fathers for Empowering Children Tomorrow). This role ensures program outcomes and outputs align with contract expectations, manages program budgets and data, and supervises staff. The Director serves as the primary program contact, overseeing services, compliance, and strategic initiatives. This role requires collaboration with community partners, state and federal agencies, and local organizations to support families effectively.

## **KEY RESPONSIBILITIES**

### **Leadership & Program Oversight**

- Serve as the primary program contact and liaison with Family Support Services (FSS) to ensure compliance with contract expectations, program updates, and required reporting.
- Provide program oversight, including managing operations, supporting performance improvement, and strategic planning.
- Ensure adherence to all applicable policies, procedures, and guidelines related to contracts and program models.
- Identify and analyze instances where contract deliverables, program outcomes, or projections are not being met or are not on track to meet outlined goals.
- Develop, implement, and rigorously monitor Plans of Action (POAs) to address performance gaps and ensure successful completion of required outcomes.
- Provide timely and accurate reporting on the progress and effectiveness of POAs to senior management and relevant stakeholders.
- Actively participate in the full budget lifecycle, including initial creation, implementation, and ongoing expenditure management, ensuring alignment with program goals and financial sustainability.
- Supervise FSS team leaders, providing administrative, clinical, and reflective supervision.
- Lead program leadership meeting weekly.
- Facilitate optimal student learning environment by assisting Director of Clinical and Experiential Learning in building internship opportunities within FSS programs. Establish satellite locations and community partnerships in collaboration with program leaders and the Senior Director of Business Administration.
- Maintain and enhance internship programs for program sustainability and growth, with professional, timely collaboration with the leadership of the Clinical and Experiential Learning program.
- Ensure all elements of the state FSS contract obligations are met with professionalism and excellence.

## **Community Engagement & Advocacy**

- Maintain a limited caseload, providing direct family support services as needed, in addition to supervisory and administrative responsibilities.
- Represent STARRY professionally at FSS meetings, annual conferences, and networking events.
- Advocate for families within community service agencies, ensuring successful coalition work and educational opportunities.
- Participate in outreach events, including evenings and weekends, to raise awareness of family support programs.
- Provide Universal Child Abuse Prevention (UCAP) training and community education as needed.
- Engage in community coalitions, collaborative groups, and initiatives to enhance service effectiveness.

## **Staff Supervision & Development:**

- Hire, train, and supervise program leaders and program staff.
- Provide coaching and guidance to staff during crisis situations.
- Oversee performance expectations, including face-to-face client engagement, documentation quality, and service delivery.
- Manage personnel issues, including corrective actions, disciplinary processes, and employee development.
- Facilitate team meetings, develop agendas, and ensure effective communication.
- Support a positive work culture by addressing trends and promoting team cohesion.
- Conduct quarterly site visits to all program locations to ensure adherence to organizational standards, inspect program implementation, and provide in-person guidance to staff.
- Evaluate site conditions, and service delivery to ensure consistency, and quality across all locations.

## **Compliance & Data Management:**

- Utilize data analytics to ensure accurate and timely documentation for grants, contracts, and internal reporting, contributing to data-driven decision-making and continuous quality improvement initiatives, in alignment with the Quality Assurance and Improvement Committee.
- Coordinate and collect data for monthly, quarterly, and annual reports.
- Oversee case consultation, quality assurance, and contract compliance.
- Maintain documentation standards for billing and contract accountability.
- Maintain timely, data-driven communication with Senior Leadership regarding program outcomes and needs.

## **QUALIFICATIONS**

- Master's degree in counseling, social work, or a related field; relevant licensure preferred as LPC, LCSW, LMFT, or within 6 months of full licensure.
- Minimum of five (5) years of program management and supervisory experience in social services.
- Demonstrated experience successfully implementing new programs from conception to completion.
- Proven ability to lead and maintain fully compliant programs, adhering to all relevant regulations and standards.
- Proven experience overseeing and managing programs with budgets of \$1 million or more. Strong leadership, organizational, and problem-solving skills.
- Commitment to trauma-informed care and family-centered service models.
- Experience in contract management, data analysis, and performance evaluation.
- Excellent communication skills (written, verbal, social media, and electronic).
- Ability to work flexible hours, including occasional evenings and weekends.
- Reliable transportation and ability to travel quarterly and as needed.
- Approved criminal background report and ability to meet HHSC/DFPS licensing standards.

## **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS**

- Ability to travel regularly for meetings, supervision, and outreach events.
- Standard office work with fieldwork as needed and quarterly.
- Ability to operate office equipment and maintain electronic records.

## **REPORTING & COLLABORATION**

- Works cooperatively with Senior Leadership, Program Staff, Operations Staff, Philanthropy Staff, Community Partners, and Clients.