



Family Service
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Date posted: 2/14/19
Date closed: 3/14/19
Or when filled

Job Title	Visitation Monitor II
Requisition Number	2019-0018/2019-0019A-E
Department/Program	Kidshare
Location	Northeast Office: 4245 Center Gate, San Antonio, Texas 78217
Position Type	1 Full-Time / 5 Part-Time
Work Days/Hours	Monday – Friday, 8-5, 40 hours per week / Wednesday – Friday schedule varies, minimum of 2 weekends /month, up to 29 hours/week (part time) & up to 40 hours/week (full time)
Pay Rate	\$12.00/ Hour
Job Summary	The Visitation Monitor II supervises all aspects of supervised visits with children and case management, as assigned. As first party witness to parent/child visits, Visitation Monitors may be subpoenaed to testify in court hearings.
Competencies & Skills	<p><u>Achievement Focus:</u> Sets and achieves challenging goals. Demonstrates persistence and overcomes obstacles. Measures self against standard of excellence. Recognizes and acts on opportunities. Takes calculated risks to accomplish goals.</p> <p><u>Adaptability:</u> Adapts to changes in the work environment. Manages competing demands. Accepts criticism and feedback</p> <p><u>Customer Service:</u> Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.</p>
Qualifications & Experience	<p><u>Required</u></p> <ul style="list-style-type: none"> • High school diploma or equivalent and actively pursuing an Associate’s or Bachelor’s degree, work experience may be considered. • Experience working in a position requiring face-to-face client contact, with experience resolving customer complaints, both telephonically and face-to-face. • 1 year working with families and children with diverse circumstances. <p><u>Preferred</u></p> <ul style="list-style-type: none"> • Bachelor’s degree in a related field. • Experience in the field of Social Services and understands cultural differences and is sensitive to the implications of culture for service delivery. • Data entry experience desirable; specifically, the ability to capture conversations while observing and maintaining professionalism and neutrality. • Fluency in English and Spanish (read, write, speak) desirable.

Interested applicants should send resume/application to:

Recruiting@family-service.org

(Please include **Job Title** and **Requisition Number** in correspondence)

Equal Opportunity Employer