

CHILDHAVEN, INC.

JOB DESCRIPTION

JOB TITLE: Foster Parent Recruiter
FLSA STATUS: Non-Exempt (Hourly)
REPORTS TO: Foster Care Program Director
HOURS: 40 hours per week, typically Monday-Friday, includes some evening and weekend events.

GENERAL STATEMENT OF DUTIES:

Under the direct supervision of the Foster Care Program Director, the Foster Parent Recruiter is responsible for proactively identifying, engaging, and nurturing prospective foster parents through effective lead generation, conversion strategies, and long-term relationship building. This role manages a high volume of leads to ensure the timely recruitment and licensing of families to provide foster care and therapeutic foster care services. The Foster Parent Recruiter will utilize various outreach methods to cultivate interest and guide potential foster parents through the application and licensing process.

PRIMARY DUTIES:

Foster Parent Outreach

1. Engage and network at community events to recruit foster parents by attending specific events and using an approved elevator pitch.
2. Use various outreach methods, including phone, email, direct contact, and community engagement to cultivate leads of prospective foster parents.
3. Effectively present information about foster care opportunities to diverse audiences in both small and large group settings.

Foster Parent Recruitment

4. Develop and implement approved strategic recruitment plans focused on lead generation, conversion, and long-term engagement to meet agency growth and service needs for the licensure of new foster homes.
5. Regularly report on recruitment progress and key performance indicators to the Program Director.
6. Ensure equitable and inclusive recruitment practices that reach individuals from diverse cultural backgrounds and abilities.
7. Execute diverse recruiting efforts to identify suitable foster parents for therapeutic foster care, emphasizing lead generation and conversion tactics.
8. Track all interactions with potential foster families in the designated database (e.g., ExtendedReach), documenting all communication (phone calls, emails, in-person conversations), application milestones, and training requirements within a week of contact.
9. Prioritize and effectively manage a caseload of active leads-to ensure timely follow-up and progression through the sales pipeline and strategic contacts based on inquiry value.
10. Establish and support Foster Parent Mentorship opportunities, connecting experienced foster parents with potential and newly approved families to enhance engagement and retention.

Foster Parent Onboarding and Licensing

11. Serve as the primary point of contact for individuals interested in fostering and effectively manage the foster parent license application process. This includes conducting initial interviews, providing comprehensive information, and strategically guiding prospective foster parents through the timely completion of home studies, training and the initial licensure process.
12. Schedule, coordinate, and ensure the delivery of required pre-licensing training for potential foster parents, while also actively encouraging licensed parents to participate in ongoing in-service training.
13. Collaborate with the Foster Care Program Director to develop and implement individualized support plans to facilitate successful licensure.

Programmatic

14. Collaborate with the Development Director's team by providing input and information for the creation of marketing materials used in recruitment efforts. All marketing and social media strategies and materials are developed and approved by the Development team.
15. Identify and address any obstacles/delays in the licensing and training of foster families.
16. Maintain a thorough understanding of state and agency licensing standards related to foster families and foster homes, ensuring compliance throughout the recruitment and licensing process.
17. Follow supervisor's directives and other duties as assigned/requested by the Program Director.

QUALIFICATIONS:

1. Education and experience:
 - o Associate's Degree in human services or communications from an accredited college or university, or equivalent plus two (2) years' experience in recruitment, account management, or relationship marketing. Experience working with children and families.
2. Cultural awareness and sensitivity: Skilled in working with a population diverse in ethnicity, race, religion, socioeconomic background, physical and/or mental disability, sexual preference, and gender identify/expression
3. Requires understanding of the sales pipeline, and/or willingness to learn.
4. Requires understanding of strategic contacts based on inquiry value and/or willingness to learn.
5. Proficiency in computer skills, including familiarity with Microsoft Office Suite and case management databases.
6. Knowledge of local community resources and social service delivery systems.
7. Excellent verbal and written communication skills, including strong public speaking abilities.
8. Professional and outgoing personality with excellent interpersonal skills.
9. Exceptional organizational skills and the ability to effectively prioritize a high volume of leads.
10. Proven ability to build rapport and establish long-term relationships with potential foster parents.
11. Familiarity with the child welfare system (e.g., CYFD, tribal social services, Juvenile Justice System, Private Placements).
12. Creative and strategic thinker with the ability to work on a team to develop and implement engaging recruitment strategies focused on lead generation and conversion.
13. Highly goal-oriented and self-motivated individual.
14. Ability to work independently and set and meet deadlines.
15. 24 hours of approved training required per year, to include trauma-informed practices.
 - o Must obtain and maintain CPR/First Aid, CPI certification, and NHA training.
 - o Training in sales and marketing, recruitment, and retention.
 - o Attend relevant professional development opportunities, including trainings on recruitment best practices, the Indian Child Welfare Act, and current issues in the child welfare field, and stay informed through relevant publications and resources.
16. Abide by state licensing regulations and standards, and Childhaven policies and procedures.
17. Must pass local, state, and federal background checks (including fingerprints).
18. Must have reliable transportation and the ability to become a driver for Childhaven (age 25 or older with a current and valid NM Driver's License and a clean driving record).
19. Experience as a foster parent is a plus.