



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION

POSITION TITLE: Service Manager, Recovery
JOB CODE: New
CLASSIFICATION: Exempt
SALARY BAND: C
BARGAINING UNIT: ESMAB
REPORTS TO: Chief, Student Support Initiatives and Recovery
CONTRACT YEAR: Twelve Months

POSITION GOAL: To manage the recovery services delivered to Marjory Stoneman Douglas (MSD) High School and its feeder schools, including development, supervision, and coordinated delivery of mental health services and support to students, families, staff, and others affected by the MSD tragedy. Collaborate with the Program Manager, Recovery, MSD Zone Leadership, District Recovery Team and the District Mental Health Leadership Team to ensure quality service delivery.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Service Manager, Recovery shall carry out the performance responsibilities listed below:

- Partner directly with the Principal assigned to recovery services within Marjory Stoneman Douglas High School and Zone School Principals to facilitate the delivery of all recovery services.
- Identify and facilitate training and development plans for wellness center staff, other zone based mental health staff, as well as all school staff at MSD/MSD Zoned schools.
- Provide leadership related to the District Mental Health strategic plan to ensure compliance with appropriate services, delivery modalities, and targeted goals for MSD/MSD Zoned schools.
- Collaborate with Program Manager, Recovery and Mental Health Leadership Team, incorporating feedback and input from local stakeholders and consultants to continuously improve recovery plan and strategies.
- Oversee the implementation of the recovery plan at MSD/MSD Zoned schools.
- Develop the evaluation strategy for mental health services at MSD/MSD Zoned schools.
- Evaluate and assess recovery services and programs to determine effectiveness.
- Promote the understanding of mental health needs and psychological safety related to all events and activities affecting individuals impacted by the MSD tragedy.
- Act as the representative for the mental health needs of students and school staff at all relevant meetings pertaining to recovery.
- Serve as spokesperson for the school-based recovery needs and services provided to staff, families and to the community.
- Provide quarterly program updates and summative annual evaluation reports on school-based recovery programs and services.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in training programs offered to enhance the individual skills and proficiency related to the job responsibilities.
- Review current developments, literature, and technical sources of information related to job responsibilities.
- Ensure adherence to safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned master's degree from an accredited institution in social work, guidance, psychology or a related field of study.
- A minimum of five (5) years within the last ten (10) years of experience designing, developing and/or delivering program services in a clinical setting.
- Hold a current, valid license in an area of mental health.
- Proven ability to provide exceptional leadership during critical incidents and emergencies, including the ability to exercise sound judgment in the evaluation and assessment of situations, and make decisions independently.
- Prior personal and/or professional involvement effectively developing and implementing programs and services with community stakeholders.
- Demonstrated ability to effectively manage and/or resolve conflicts amongst stakeholders with differing viewpoints.
- Knowledge of trauma mental health services, bereavement support, and crisis management.
- Excellent organizational skills to manage multiple projects concurrently
- Effective verbal, written and interpersonal communication skills.
- Computer skills as required for the position.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- Prior experience coordinating mental health services within a public school setting.
- Knowledge and experience of Broward County Public Schools practices and procedures.
- Prior grant management and grant writing experience.
- Bilingual skills.

SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:

Work collaboratively with school and District leaders, mental health staff, school staff, consultants, parents, and community stakeholders.

PHYSICAL REQUIREMENTS:

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

EVALUATION:

Performance will be evaluated in accordance with Board policy.

Board Approved:

Board Adopted: