Job Title	Contract Support Specialist
Employer/ Agency	DePelchin Children's Center
Job Description	**Position Description**: The Contract Support Specialist plays a critical role in supporting the Network Contract Management team by providing essential administrative, technical, and analytical support focused on contracts held by the Single Source Continuum Contractor (SSCC). This position ensures the delivery of safe, effective, and compliant services to children in the conservatorship of the Texas Department of Family and Protective Services (DFPS). The Contract Support Specialist is responsible for assisting in the oversight and management of contracts with Child Placement Agencies (CPAs), General Residential Operations (GROs), Residential Treatment Centers (RTCs), and Supervised Independent Living (SIL) providers. Key responsibilities include maintaining accurate contract documentation, supporting contract compliance with state and federal regulations, and ensuring alignment with agency policies and contractual requirements. In addition to administrative duties, the Contract Support Specialist contributes to data-driven evaluation initiatives by compiling, analyzing, and reporting on contract performance metrics. The role also facilitates communication between SSCC and subcontractors, promotes operational efficiency, and maintains strict confidentiality in handling sensitive information.

Primary Responsibilities:

1. Maintain organized and up-to-date electronic contract files, for all assigned CPAs, GROs, RTCs, and SIL under SSCC contracts.
2. Monitor T3C Readiness Assessments to evaluate alignment with Community-Based Care (CBC) expectations.
3. Ensure all relevant documentation, including contract amendments, correspondence, performance reports, and financial records, are accurately filed and readily accessible.
4. Review and process applications for legacy and new providers, coordinating with internal stakeholders for timely decisions.
5. Utilize and maintain contract management systems to input and track critical contract data elements and milestones, such as reassessments, amendments, expirations and changes.
6. Serve as a point of contact for routine inquiries from CPAs, GROs, RTCs, and SIL regarding contract terms and documentation.
7. Facilitate communication between the contract management team, program areas, and contracted providers.
8. Assist in scheduling and coordinating meetings related to contract review, monitoring, and issue resolution.
9. Assist in compiling data and preparing reports for contract monitoring activities, including performance metrics, service delivery, and financial expenditures.
10. Support the review of contractual terms and documentation to ensure alignment with CBC.
11. Help track and document contractor compliance with required background checks, licenses, and training requirements.

	12. Alert the Manager, Contract Support Services of potential or identified contract non-compliance issues. 13. Provide administrative support to the contract management team, including preparing correspondence, presentations, and reports. 14. Conduct basic research on relevant state and federal regulations, agency policies, and best practices as directed. 15. Support the onboarding process for new contractors by assisting with documentation and initial compliance checks. 16. Document and track identified contractor performance issues and their resolutions in risk assessment. 17. Assist in gathering information and preparing summaries related to contract disputes or complaints. 18. Contribute to continuous quality improvement efforts related to contract support processes. 19. Adhere to all agency policies, procedures, and ethical standards in contract support activities. 20. Maintain strict level of confidentiality when handling sensitive contract and client information, in compliance with agency policies and regulatory requirements.
Qualifications	**Required Qualifications**: - Bachelor's degree, preferably in social services or human services. Relevant experience in contract administration and social services may be considered in lieu of formal degree. - Proven experience in administrative or contact support, preferably within government agencies or a social services environment. - Experienced and knowledgeable of child welfare services, child placement agencies, or residential care settings in Texas. **Preferred Qualifications**: - Experience with contract documentation, record keeping, and data entry is highly desirable. **Knowledge, Skills, and Abilities**: - Demonstrated ability to work attentively under strict deadlines with a high degree of accountability. - Skilled in preparing clear, concise, and high-quality reports tailored to varied audiences. - Strong written and verbal communication skills, with an emphasis on clarity and professionalism. - Exceptional attention to detail, ensuring accuracy and precision in all reporting and documentation. - Proven capability to manage multiple evaluations concurrently while adapting to shifting priorities in fast-paced environments.

	• Able to work independently with minimal supervision, exercising sound judgment in decision-making. • Effective team collaborator, capable of engaging with diverse organizational structures to collect data and support evaluation objectives. • Proficient in Microsoft Excel and Word, with the ability to leverage these tools for efficient data handling and documentation. • Adept at reading, interpreting, and analyzing complex data, information, and documents to inform decisions.
Salary/Hours	Full-time
City, State, Zip	Houston, TX
Application Method	Apply Here: https://depelchinchildrenscenter.applytojob.com/apply/N47jIz4NxY/Contract-Support-Specialist
Opening Date	Immediately

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