



## The Episcopal Diocese of Texas

**Job Title:** Manager of Safeguarding Certification (Austin)

**Division:** Wellness and Care Ministries / Safeguarding

**Reports to:** Canon for Wellness and Care / Safeguarding Ministries

**FLSA Status:** Exempt

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### GENERAL SUMMARY

The Manager of Safeguarding Certification supports the mission of the Episcopal Diocese of Texas by managing the implementation of diocesan safeguarding policies, particularly the screening and training processes. This role oversees the Safeguarding Records System (SRS), supervises staff, and provides leadership in compliance, training, and strategic development to ensure a safe and healthy environment across congregations, schools, and organizations.

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### PRIMARY RESPONSIBILITIES

- Provide end-to-end (360°) ownership and governance of the Safeguarding Records System (SRS) within the CRM, ensuring system integrity, user effectiveness, data accuracy, and continuous improvement across all diocesan safeguarding functions.
- Oversee full lifecycle management of SRS within CRM (design, configuration, testing, deployment, maintenance, and optimization)
- Establish and enforce data governance, quality assurance, and audit processes to ensure accuracy, compliance, and reporting reliability
- Lead system enhancements in collaboration with technical teams and vendors, translating operational needs into functional improvements
- Develop, standardize, and continuously improve training materials and user guides for
  - Safeguarding Records Administrators (SRAs)
  - Master Trainers and Trainers
  - Safeguarding Assistants and SRS team members
- Ensure consistent onboarding, credentialing, and role-based access for all SRS users
- Monitor system usage, identify gaps, and implement solutions to improve adoption and efficiency across congregations, schools, and organizations
- Serve as the primary escalation point for system-related issues, coordinating resolution and communicating updates to stakeholders
- Align SRS functionality with safeguarding policies, ensuring the system fully supports compliance, certification tracking, and reporting needs
- Execute and manage the end-to-end background screening process by initiating requests through Presidium and ensuring seamless data synchronization with the CRM system.
- Participate in strategic planning and policy development for the Safeguarding Ministry.
- Serve as liaison with diocesan staff, congregations, schools, ministry leaders, vendors, and outside organizations regarding safeguarding policies and systems.



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- Supervise, delegate, and review the work of two full-time Safeguarding employees
  - Approve safeguarding training sessions, attendance records, certification entries, and department check requests.
  - Monitor and report on compliance using quarterly and annual status reports, trainer agreements, and school/vendor training agreements.
  - Provide orientation and ongoing support to new Heads of Schools regarding safeguarding responsibilities and resources.
  - Lead initial and ongoing training and credentialing for SRAs, Trainers, and facilitators, and maintain records of role transitions (retirements, reactivations, deactivations, transfers).
  - Manage production and updates of the SRS manual and ensure consistent policy implementation across the diocese.
  - Represent the Safeguarding Ministry by attending diocesan, departmental, and safeguarding meetings as required.
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### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in education, Social Work, Human Resources, related field, or equivalent professional experience.
  - 3–5 years of experience in compliance, program administration, or safeguarding/child protection work.
  - Supervisory experience with ability to manage, train, and evaluate staff.
  - Experience in managing complex certification or screening processes, compliance systems, or related regulatory frameworks.
  - Proficiency in database systems, CRM platforms, or records management systems.
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### **PHYSICAL AND MENTAL DEMANDS AND WORK ENVIRONMENT**

#### **Physical and Mental Demands:**

- Regularly required to see, talk, listen, and remember information.
- Use of hands and arms for reaching, handling, or feeling.
- Frequent face-to-face interaction with colleagues, clergy, and volunteers.
- Ability to sustain concentration, handle interruptions, and make timely, accurate decisions.
- Work may involve stress related to deadlines, compliance requirements, and competing priorities.

#### **Work Environment:**

- Primarily office-based, with moderate noise due to staff interactions and phone activity.
- Regular use of telephones, computers, copiers, and related business equipment.
- Occasional travel within the diocese for training and meetings.