



## **Wings of Refuge – Restoration Home Program Manager**

**Organization Type:** Christ Centered Non-Profit

**Direct Report:** Director of Residential Services

**Hours:** 40+ hours per week, hours will vary

**Education and Experience:** Preference will be given to individuals who possess a degree from an accredited college or university in behavioral or social sciences, social work, psychology, education, counseling, or a related field and have at least (3-5) years of experience in residential treatment, at least one (1) of which has been in an administrative or supervisory capacity.

**Summary of Job Responsibilities:** Provides leadership and oversight of restoration home volunteers and participants in the program.

### **List of Responsibilities:**

#### **Restoration Home:**

- Prepare and co-facilitate staff meetings with the Director of Residential Services
- Provide input and feedback for learning center classes
- Provide input and feedback for policy and procedure changes for the restoration home
- Provide feedback to the Director of Residential Services to address any staff concerns

#### **Participant Support:**

- Create an environment in which women feel safe and that there is a clear mission and vision that is lived out in the home
- Read/record any pertinent documentation with participants
- Follow program handbook, policies, and specific guidelines per RISE Plan (goals)
- Monitor and input programming schedules (not including the Learning Center)
- Monitor weekly schedules
- Input programming into Google Calendar
- Lead monthly RISE Plan meetings with updated goals
- Meet with participants on a regular basis
- Prepare and conduct weekly house meetings and follow up on any outstanding questions or concerns
- Administer drug tests as needed
- New participant intake - Participate in interviews, set up calendar, assign tasks to staff, intake paperwork, room codes, etc. Ensure tasks are being completed in a timely manner.
- Write regular notes of encouragement for participant jars
- Lead in resolving conflict, crisis management and the grievance procedure. Communicate with staff any concerns or changes in participant care.
- Prepare cash for monthly participant needs and monitor restoration home budgets (grocery, stipend, clothing, activity, etc.)
- Collaborate with therapists on a regular basis and communicate participant needs to staff
- Screen participant safe contacts

#### **Programming**

- Meet with mentors and in-home volunteers on an as needed basis for help with questions
- Plan and coordinate volunteer needs within the restoration home
- Assist as needed in the home during daytime hours with programming or appointments
- Assist in WOR home in staff absence or emergency
- Provide direct care coverage in the home or lead programming classes as needed
- Plan and coordinate monthly meals out

#### **Other duties**

- Participate in volunteer training
- Integrate approved changes to the program handbook and provide input for policy changes as needed

- Provide input for quarterly board reports
- Write article for newsletter one time per year
- Serve on call as scheduled

**Additional Responsibilities:**

- Agree with the Wings of Refuge **Statement of Faith**
- Understand and demonstrate a willingness to engage in the **Guiding Principles** of the program
- Maintain an active, growing relationship with the Lord
- Abide by organization policies and procedures
- Exhibit leadership and management skills
- Capable of performing multiple tasks and is well organized
- Possess crisis management skills
- Display strength-based tendencies
- Effectively communicate with others
- Participate in all required training and show competency in skill areas of training content
- Take med management training
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements

**Qualifications:**

- Never have been shown by credible evidence (e.g., a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to this effect obtained at the time of application and evidence of having made efforts to obtain and evaluate references from previous employers
- Documentation of at least two professional, educational, or personal references that attest to the person's capability of performing the duties of the position
- Complete a satisfactory preliminary criminal history background check and a satisfactory fingerprint records check
- Be 21 years of age or older.
- Pass a motor vehicle record check