



Wings of Refuge

Program Manager, Transitional Living Center

Organization Type: Christ-centered nonprofit

Direct Report: Director of Residential Services

Hours: Part time, 20 hours per week

Education and Experience: Preference will be given to individuals who possess a degree in social work, psychology, or counseling or an equivalent amount of experience. Experience within a residential program is highly desirable.

Summary of Job Responsibilities: Provides coaching, support and supervision of Wings of Refuge participants that move out of the Restoration Home and into our Transitional Living Center (TLC).

Coach Participants: *Oversee the transition of women into and out of the program. Coach participants to progress toward goal completion while in the home which includes independent living.*

- Create an environment in which women feel safe and there is a clear mission and vision that is lived out in the home
- Assist with initial and on-going participant appointments as needed.
- Meet with each participant to review goals identified in their RISE Plan and coach / support them in working toward those goals.
- Meet with participants on a regular basis for case management
- Lead in resolving conflict, crisis management, and the grievance procedure. Communicate with staff any concerns or changes in participant care.
- Coordinate with the Education Director and Spiritual Care Coordinator to determine classes to be offered to participants
- Write regular notes of encouragement to participants.
- Oversee and approve guest visit requests and overnight leave requests.
- Coordinate celebrations, milestones, and holiday planning for participants.
- Participate in on-call rotation as needed.
- Maintain relationships with participants who have exited the program as needed
- Oversee and assist participants in home cleaning and other tasks to ensure safety and maintenance of home.

Operate Program: *Coordinate and make recommendations for policies and procedures.*

- Attend staff meetings at least twice a month
- Facilitate and lead TLC staff meetings once per month
- Coordinate intake team for participants transitioning into the program as well as intake tasks
- Coordinate TLC participant schedules between restoration home and TLC activities that overlap
- Monitor TLC home budgets (grocery, participant care, activity, maintenance, etc.)
- Read/record any pertinent documentation
- Prepare and conduct regularly scheduled house meetings and follow up on any outstanding questions or concerns
- Conduct random room and drug checks
- Update metric tracking (therapy appointments, drills, support groups, mental health assessments, etc.)
- Conduct safety drills
- Maintain TLC home - identifying when repairs are needed or ensuring items are purchased for the home (trash bags, dish soap, laundry detergent, etc.)

Build Community: Develop relationships with volunteers and community organizations that support the participants and staff.

- Coordinate with community partners and supports as needed
- Collaborate with therapists and medical professionals as needed
- Oversee management of in-home volunteers and meet with them as needed. Plan and coordinate volunteer needs.

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 course
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements
- Assist in WOR restoration home in staff absence and/or emergency
- Write article for newsletter one time per year

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.