



Wings of Refuge

TLC Program Manager

Organization Type: Christ Centered Non-Profit

Regular Schedule: Full-time, Monday to Friday. On-call as needed. Saturday Socials as needed.

Job Summary

Create an environment in which participants feel safe and can focus on their healing. Ensure the Wings mission and guiding principles are lived out in the home. This role is assigned primarily to the management of our Transitional Living Center (TLC) and leading the transition of women in and out of the program. Depending on the number of participants in each home, this role will flex between the TLC and the Restoration Home (RH) as needed, working collaboratively to ensure the needs of both homes are being met and participants are supported.

Job Responsibilities

Participant and House Management

- Coach participants to progress toward goal completion while in the RH which includes independent living. Meet with participants to review goals identified on their RISE Plan that are relevant to the transition to the TLC. Help prepare participants for the transition by proactively communicating expectations for the TLC.
- Create and implement an appropriate infrastructure for program outcomes. Enforce program guidelines and help participants resolve conflict, crisis management, and grievances. Communicate with staff any concerns or changes in participant care.
- Establish relationships with care providers in the community. Coordinate appointments and establish a regular schedule for participants. Advocate for participants and ensure providers are aware of Wings programming requirements and expectations. Collaborate with providers on participant care, communicate concerns or issues that are relevant for providers to be aware of.
- Responsible for keeping participant paperwork organized and up to date including but not limited to forms and policies they sign, legal documents, and anything of a confidential nature.
- Coordinate TLC participant schedules and activities between the Restoration Home to ensure a smooth and healthy transition to independent living.
- Help plan and coordinate celebrations, milestones, and holiday planning for TLC participants. Stay up to date on all pertinent documentation. Maintain and update documentation for all TLC participants.
- Prepare TLC for future participants.
- Prepare and organize a Resource Binder to assist participants for exit to independent living.
- Lead the development and implementation of Alumni Aftercare programming and ways to maintain relationships with participants who have exited the program.
- Assist participants in filling their med planners as determined by phase progression.
- Oversee and assist participants in home cleaning and other tasks to ensure safety and maintenance of home.
- Prepare and conduct regularly scheduled house meetings and follow up on any outstanding items as needed.
- Oversee and approve guest visit requests and extended absence requests.
- Monitor TLC home budget including grocery, participant care, activities and maintenance.
- Conduct random room / drug checks and safety drills as needed or as assigned.

- Assist in the maintenance of the TLC home by identifying when repairs are needed or ensuring items are purchased for the home (trash bags, dish soap, laundry detergent, etc.) Perform basic home maintenance when appropriate.

Other Duties

- Help at the RH as needed which may include, but is not limited to, transporting participants to appointments and being available at the house so participants are not left alone.
- Participate in on-call rotation and adhere to the on-call expectations and guidelines.
- Facilitate classes in the Learning Center as needed and requested by the Learning Center Director
- Provide input and feedback for program outcomes, education content and class schedules as well as policies and procedures for both homes.

Education and Experience

- Preference will be given to individuals who possess a bachelor's degree in social work, counseling or related field.
- 3 - 5 years of relevant experience required.
- Experience in residential group homes is highly desirable.

Knowledge, Skills and Abilities

- Extensive knowledge and understanding of trauma informed care and how trauma impacts healing.
- Administrative and organizational skills required
- Capable of performing multiple tasks and is well organized
- Display strength-based tendencies
- Effectively communicate with others
- Exhibit leadership and management skills
- Possess crisis management skills
- Participate in all required training and show competency in skill areas of training content
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements

Additional Job Requirements

- 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
- Participate in all required training and show competency in skill areas of training content.
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements.
- 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
- 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

Note: This role works directly with female participants in our residential homes. Wings of Refuge follows a trauma-informed care approach and due to the nature and sensitivity of the work we do, a bona fide occupational qualification is that we can only hire women into our residential services positions.