



Extended Hands of Hope – Residential Program Manager

Organization Type: Nonprofit, Faith-Based

Position Type: Full-Time; \$43,000-\$45,000/yr. DOE, Eligible for health benefits

Department: Residential Programs

Direct Report: *Clinical Director*

Hours: Salaried 40+ hours per week; Hours will vary to overlap some early mornings, late events, and weekends to monitor staff; On-call rotation required

Travel Requirements: Moderate

Driving Requirements: Must have access to reliable transportation during work hours

Education: Master's preferred, Bachelor's in psychology, social work or related human

services field required **Experience:** Residential management experience highly

preferred; 2-3 years of experience in the social service field required; **1-year supervisory experience required**, No exceptions; Understanding and experience working with trauma victims required; Knowledge of RCCF Vol. 7 Regs highly preferred.

Job Summary: The Residential Program Manager seeks to develop and maintain high quality restoration programs and provides administrative leadership to all program staff (Avanti House and Forward Learning Academy). This position provides the overall direction of all program staff, assuming a key leadership role in the areas of human resources, operational plans, regulatory compliance, program evaluation, policies and procedures, and budget management. The Residential Program Manager ensures department services and goals are accomplished by providing appropriate direction, monitoring, and reviews. The Residential Program Manager will also participate in research for funding sources.

Job Duties – *The duties of this position include but are not limited to the following:*

A. Program Leadership:

1. Vision and Mission

- Oversee and implement operational vision for all program services in partnership with CEO and Clinical Director
- Implement the organizational continuum of care in partnership with Senior Leadership Team, House Coordinators, and Clinical Team

2. Program Management

- Oversee the implementation of program policies and procedures, including but not limited to:
 - a. Health and Safety Guidelines
 - b. Educational Plans and Progress
 - c. Facilities and Maintenance
 - d. Nutrition Program
 - e. Budget Oversight and Management
 - f. Tracking mandatory and Ongoing Training
 - g. Payroll and time sheet approval and submission

- Promote strong teams and culture within all programs
- Encourage and foster teamwork and support among Program staff
- Provide ongoing and appropriate supervision to all Program Staff assigned as supervisees
- Oversee quality and implementation of all contracted program services
- Maintain accountability for program data submission

3. Program Staff Training and Development

- Ensure appropriate staff training for all levels of Program Staff
- Assist the Senior Leadership Team in the interviewing, hiring, and orientation for direct care and program staff
- Provide ongoing and appropriate supervision for all clinical and program staff
- Work closely with the Clinical Director to maintain a calendar of on-going trainings for staff
- Accurate record keeping of all staff training
- Coordinate and facilitate weekly staff meetings
- Cooperate with needs for training for house volunteers/mentors

4. Facilities and Maintenance

- Ensure all maintenance issues and requests are submitted in a timely manner
- Conduct quarterly facility reviews with Residential Coordinator to identify upcoming or current maintenance and safety issues
- Coordinate with property owner and any other necessary personnel and/or contractors to perform necessary maintenance or repairs to facilities and grounds
- Closely monitor maintenance budget and expenditures

B. Organizational Leadership:

- Participate on the Senior Leadership and Quality Improvement Teams
- Create and comply with strategic plans, operational plans, program goals, and budgets
- Raise awareness of program goals and support efforts to procure funding
- Maintain relationships with community partners (social services, law enforcement, and FBI Innocence Lost Task Force) and other referral sources

Qualifications:

- Documentation of at least two professional, educational or personal references that attest to the person's capability of performing the duties of the position and to the person's suitability of working with or around children and vulnerable populations
- Documentation from a licensed physician or other licensed healthcare professional of a health screening examination within thirty (30) days of hiring sufficient in scope to identify conditions that may place residents at risk of infection, injury or improper care
- Satisfactory preliminary criminal history background check determination and a satisfactory fingerprint records check determination as required by law
- 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 Clean driving record is essential to fulfilling the job responsibilities

- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements
- Demonstrated experience to lead and manage a diverse team of staff towards organizational goals and desired outcomes required

Skills:

- Understands and demonstrates a willingness to engage in the core values of Extended Hands of Hope and guiding pillars for the program
- Represent Extended Hands of Hope in a positive way at social activities and events
- Abide by organization policies and procedures
- Possess crisis management skills
- Displays strength-based tendencies
- Effectively communicates with others
- Exhibits strong leadership and management skills
- Capable of performing multiple tasks and is well organized

Character Requirements:

- Flexible
- Team-Oriented
- Professional
- Well-Organized
- Committed
- Punctual
- "Grit"
- Strong communicator

Extended Hands of Hope is an equal employment opportunity employer. We seek a broad and diverse pool of candidates and strongly believe that our organization benefits from the perspectives and talents of a diverse staff.

We highly encourage survivors of sex trafficking to apply. In accordance with best practices, we ask that survivors have been living a healthy lifestyle and maintaining their own self care for a minimum of 5 years before applying.

To apply, send resume and cover letter to kristen@extendedhandsofhope.org.