



## Learning and Development Manager

**Organization Type:** LLC Social Enterprise of Extended Hands of Hope, Faith-Based

**Position Type:** Part-Time transitioning to Full-time

**Department:** Simply Good Cakery Economic Empowerment Program Department

**Direct Report:** CEO

**Hours:** Hourly 20+ hours per week to start; Hours will be Monday-Friday

**Travel Requirements:** Moderate

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

**Education:** Bachelor's in business administration, human resources, or related field, Highly preferred education in Organizational Development or behavioral psychology

**Experience:** Must have program development and management experience; 1-3 years of experience managing staff and programs. Preferred experience working with young adults in job training or personal development programs; Understanding and experience of working with at-risk and exploited adults highly preferred.

**Job Summary:** The Learning and Development Manager seeks to develop and maintain high quality restoration and economic empowerment programs and provides administrative leadership to all enterprise and program staff (Therapists, Advocates, Case Managers, and Mentors). This position provides the overall direction of all enterprise 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 Learning and Development Manager ensures enterprise program services and goals are accomplished by providing appropriate direction, monitoring, and reviews. The Learning and Development Manager will also participate in research for funding sources.

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

#### **Social Enterprise Program Leadership:**

- Vision and Mission
- Oversee and develop operational vision for all program services in partnership with CEO and Product Development Chef
- Develop the organizational economic empowerment program in partnership with Senior Leadership Team and community partners

#### **Program Management:**

- Record Keeping
- Intake Procedures
- Health and Safety Guidelines
- Economic Empowerment Program
- Clinical Therapeutic Services Program
- Case Management
- Life Skills and Independent Living Classes
- Budget Oversight and Management

- Promote strong teams, collaboration and culture within the enterprise
- Oversee quality and implementation of all contracted program services
- Maintain accountability for program data submission
- Collaborate with Senior Leadership Team to develop and implement all programs and services related to the Economic Empowerment Program

**Program Staff Training and Development:**

- Ensure appropriate staff training for all levels of Program Staff and volunteers
- Assist the Senior Leadership Team in the interviewing, hiring, and orientation for clinical personnel, program staff, and program partners
- Provide ongoing and appropriate supervision for all clinical and program staff assigned
- Work closely with the Leadership Team to maintain a calendar of on-going trainings for staff
- Coordinate and facilitate weekly staff meetings
- Coordinate trainings for volunteers/mentors

**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:**

- Demonstrated and verifiable experience creating learning plans and developing programs
- Proven experience of staff and program management
- Proficient in Microsoft Office and Office 365
- 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 vulnerable populations
- 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

### Skills:

- Must be PASSIONATE about helping people learn and grow
- Must be excited about joining a startup team and building programs from the ground up
- Flexibility in learning as we grow
- Understands and demonstrates a willingness to engage in the core values of Extended Hands of Hope and guiding pillars for our programs
- Represent Extended Hands of Hope in a positive way at social activities and events
- Abide by organization policies and procedures
- 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
- Detail-Oriented
- Compassionate
- Visionary
- High level of integrity
- Ability to believe in people's potential

Please email your cover letter and resume to Kristen at- [kristen@extendedhandsofhope.org](mailto:kristen@extendedhandsofhope.org).

*Simply Good Cakery (SGC) is a new social enterprise of Extended Hands of Hope, who offers safe housing and supportive services to survivors of sex trafficking and exploitation. Simply Good Cakery exists to not only provide a delicious high-quality dessert but more importantly to offer practical pathways to freedom and self-sufficiency through paid employment and on-the-job economic empowerment training to survivors of human trafficking. Simply Good Cakery's mission is to offer economic empowerment options that contribute to successful workforce integration for survivors of human trafficking.*