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| **POSITION:** Program Director for WellHouse Woman | **DATE: April 14, 2021** |
| **REPORTS TO:**  CPO |
| **SUPERVISORY**: Yes | **FLSA STATUS:** Exempt | **OTHER:**  |

**POSITION SUMMARY:** Management of social services for The WellHouse Woman program to include supervision and management of staff who deliver services directly to the adult residents of the WellHouse, including Home Coordinators and Case Managers.

# ESSENTIAL FUNCTIONS

* Responsible for oversight, supervision and quality assurance of all direct social services staff and resident needs for adult women.
* Responsible for oversight to assure proper record-keeping and documentation is maintained and appropriately entered into the data base.
* Ensures program operations and activities adhere to county, state and federal regulations as well as internal policies.
* Reviews treatment plans, case notes and written correspondence in order to verify such documents meet appropriate standards.
* In coordination with the COO, ensures appropriate supervision of interns and best use of volunteers.
* Facilitates staff meetings with Social Services staff and informs CPO of issues of concern; suggests and implements resolutions.
* Coordinates summaries of residents’ progress for the Board of Directors meetings.
* Ensures proper staffing for each shift/day.
* May provide direct resident counseling in the event of staffing shortage.
* Recommends to the CPO the selection and termination of employees.
	+ In coordination with the CPO and the HR official, regularly reviews staff performance per WellHouse policy.
	+ Working with the CPO, documents any disciplinary actions. Reviews with the HR official.
	+ Keeps the CPO informed of important programmatic and personnel issues.
	+ Applies policies and procedures and handles personnel issues as needed. Requests CPO and HR assistance as needed.
* Keeps abreast of trends and training opportunities pertinent to the topic of human trafficking.
* Work with CPO in setting program goals and program evaluations.
* Perform other duties as requested by CPO.

# KNOWLEDGE, SKILLS AND ABILITIES:

1. Strong judgment and critical thinking skills.
2. Ability to maintain professional boundaries with rescues, residents, volunteers, stakeholders, donors, guests, and other WellHouse staff.
3. Must possess effective reading comprehension skills.
4. Must possess strong customer service skills (courteous, friendly, etc.). Requires the ability to identify and solve problems in a calm, logical manner. Problem solving will include cooperative efforts with the rescues, residents, volunteers, stakeholders, donors, guests, and other WellHouse staff.
5. Demonstrated organizational skills, with the ability to manage crisis, deescalate individuals, foster teamwork; multi-task; adapt quickly to change; and the ability to integrate the organization’s mission with required tasks, residents and rescues.
6. Excellent interpersonal and communication skills, including the ability to write and speak clearly and effectively, and to listen attentively.
7. Highly motivated, organized, and display mature judgement.
8. Demonstrated ability to comply with policies and procedures; uses proven sound judgement and discretion with sensitive information.
9. Ability to work independently.
10. Must be ethical (honest, responsible, accountable, demonstrates integrity).
11. Ability to work respectfully, non-judgmentally, and professionally with diverse groups of people and various populations in a culturally competent manner. This includes internal and external interactions.
12. Must be adaptable (open to feedback, change, new ideas) and be flexible in job tasks within a team format.
13. Ability to be flexible in working hours to address emergency situations, shift coverage, meetings, and various organizational priorities.
14. Must maintain eligibility requirements for The WellHouse vehicle insurance coverage. Requires a current and valid unencumbered driver’s license.
15. Must respect and advance The WellHouse mission.

# EDUCATION AND EXPERIENCE

1. Bachelor’s Degree in the field of social work, psychology, administration, or a related field. Human Services field or equivalent combination of education, training, and experience is required. Master’s degree preferred.
2. Must possess a current social worker license under Alabama law or Counseling.
3. Applicants should also have specialized experience and/or training in trauma informed services.

**PHYSICAL REQUIREMENTS** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee maybe required to travel independently and to talk or hear and to use hands to finger, handle, or feel. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or transport up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The company will comply with all requirements of the American with Disabilities Act (ADA).

# I have read and understand the responsibilities and duties of this position.

Name: Date:

**DISCLAIMER**

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job. Management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs requiring non-regular work hours or technological developments).

Supervisor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_