

## **Program Director**

### *Job Description*

**Position:** Program Director

**Compensation:** TBD

**Employment Status:** Full Time, Salary, Benefits Package

**Reports to:** Regional Director

**Location:** Green Bay, Wisconsin

### **Organizational Description**

Awaken is a non-profit organization that has been serving Brown County since June 2022. Our mission is to increase awareness and education surrounding the issue of commercial sexual exploitation and to provide healing and restoration for its victims. The Awaken Center facilitates support groups, jail outreach, mentoring, advocacy, and case management. All of Awaken's services are focused on healing, empowerment and identity building. Our vision is to transform our community with the ultimate goal of eradicating commercial sexual exploitation. We aim for victims to be restored to their fullest potential. We aspire to be an inspirational model for other communities.

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This new position will oversee a holistic system of care for the survivors of sex trafficking. The Program Director is responsible for supporting Awaken in initiating and setting goals for programs according to the strategic objectives of the organization. The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations and problems. The Program Director must be able to analyze problems and make decisions while interpreting a variety of factors, problems and alternative methods and procedures. Establish access for community services that are available for survivors of trafficking. Build relationships with those community agencies to ensure proper referrals. Additionally, while seeing which gaps exist, being able to make recommendations for future Awaken programs.

### **Leadership & Responsibilities**

The Program Director's primary responsibility is to manage and regularly evaluate the staff and program components and overseeing the day-to-day operations of the programs. The Program Director will play a key role in identification of programming gaps, expanding existing programs, hiring, training and developing new programs. This position is also responsible for cultivating community relationships, outreach and trainings. The Program Director will oversee grant reporting and management for programs. The Program Director will serve as a supervisor for Wisconsin direct service staff.

The specific duties of the Program Director include but are not limited to:

### **Leadership & Planning**

- Works with the Directors to develop and/or update the organization's strategic plan.

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- Responsible for cultivating and sustaining a strong team-oriented culture, with an emphasis on collaboration, results and accountability. Engage, develop, train and hold staff accountable to work effectively and to achieve individual and team goals while complying with local policies and national standards of practice.
- Provide consultation and support to Directors as needed regarding all new programs and activities, program administration, special events, crisis management, volunteers, and budget.
- Develop plan for continued education and professional development for program staff and foster an environment of continuous learning.

### **Resource Development**

- Approach fundraising activities in a manner that is ethical and consistent with the organization's mission, strategic plan, applicable laws and regulations.
- Identify grant opportunities and produce federal, state, corporate, local, and foundation grant proposals.
- Collaborate with all other parts of Awaken to ensure tracking of measures to be reported annually.
- Ensures timely and appropriate submission of reimbursement requests and grant reports.

### **Management**

- Working with the Directors and Bookkeeper on clear policies and procedures for all aspects of the agency. Policies and procedures will be informed by applicable laws and regulations, industry standards and best practices, and the agency's stated mission. Directly manage the Direct Service Providers, who are in-turn responsible for the day-to-day management of all client services.
- Works with the Directors on development of job descriptions, employee recruiting and retention, employee reviews, hiring/firing decisions, staff training and development plans.
- Assist in the hiring, training, supervising and evaluating direct client service staff, including completing staff performance reviews.
- Ensure that staff and volunteers perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unsafe practices or situations.
- Ensure adherence to Awaken policies, procedures, and values/culture/mission/vision.
- Attend weekly leadership and staff meetings.
- Lead all direct client services, prevention education and outreach programs.
- Manage and ensure compliance with all required uses of Apricot by program staff.
- Establishes accountability standards and systems that track the effectiveness and impact of the organizations program activities.
- Ensure that all programs remain in internal and external compliance by strictly adhering to approved policies and procedures, grant scope(s) of work, requirements, and budgets.
- Maintain, review, and interpret program management reports concerning budget, personnel, clients, and housing activity. Discuss concerns and provide guidance as needed.

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#### **Minimum Qualifications**

- Master's Degree (preferably in Social Work, or as a Licensed Clinician).
- Minimum of 4 years of demonstrated management/leadership experience with increasing responsibilities.
- Clean Federal/State criminal background check and comprehensive drug screen.
- Must be able to articulate a comprehensive knowledge of the issues of commercial sexual exploitation, domestic violence, sexual assault, intimate partner violence, interpersonal violence, trauma, vicarious trauma, generational violence, and cycles of violence.
- Proficiency in Apple devices and Microsoft Office suites.

#### **Desired Qualifications**

##### **Work Experience**

- Minimum of 2 years of experience in crisis response/management, social services, emergency shelter and services.
- Minimum of 2 years of experience as an employee of a non-profit or non-governmental organization.
- Comprehensive knowledge of local community resources, programs, and processes.
- Willingness to lead by example. The Program Director is expected to perform ALL tasks that they require of subordinates, including: answering crisis calls, performing individual case management, facilitating support/education groups, and providing program crisis intervention support.

#### **Personal Attributes & Values**

- Must constantly demonstrate a high level of personal professionalism, honesty, integrity and respect with all clients, board members, staff, volunteers, churches and all other contacts.
- Must demonstrate passion for Awaken's vision and mission.
- Must maintain an atmosphere of confidentiality with client and staff information.
- Friendly, approachable attitude and ability to remain open-minded when encountering diversity in thought, gender, culture, language and behavior.
- Have a teachable spirit and be committed to team participation.

**NOTE TO APPLICANTS:** All applications must be submitted to [jobswi@awakenjustice.org](mailto:jobswi@awakenjustice.org) with the title of the position in the subject line. Only candidates who meet the minimum qualifications with complete applications will be considered (formal cover letter and resume).