

Position: Program Director

Classification: Exempt, Full Time

Salary Grade/Level/Family/Range: Commensurate with Experience

Reports to: Executive Director

Closing Date:

Redemption Ridge Inc. is located in beautiful Medford Oregon. Redemption Ridge is a faith-based organization committed to bringing hope and healing to female survivors impacted by the devastating effects of sexual exploitation. At Redemption Ridge Resource Center, we provide culturally specific, survivor centered, trauma-informed advocacy and out-patient services to female survivors of sex trafficking. Grace House is our long-term residential care facility for minor female victims of sexual exploitation providing the highest quality restorative care for young survivors.

Redemption Ridge is seeking a Program Director charged with the overall direction, coordination, implementation, and evaluation of the Redemption Ridge residential program at Grace House.

POSITION SUMMARY

The Program Director will provide hands-on leadership and management for Grace House areas of service to ensure programmatic excellence and mission-related impact. This position will oversee program staff, quality service delivery/metrics, and budget management. As a part of the Leadership Management Team, the Program Director will participate in the development and implementation of appropriate clinical criteria and will meet regularly with the Executive Director to ensure goals are being met.

QUALIFICATIONS

- Commitment to social justice and the mission of Redemption Ridge
- BA degree required in Human Services, Psychology, Social Work, or a related field
- Master's Degree strongly preferred
- Minimum of three years management and supervisory experience preferred
- Excellent administrative, organizational, and time management skills with attention to details
- Ability to problem solve and adapt quickly to changing and challenging environments
- Interpersonal skill, both verbal and written
- Experience supervising and training staff, developing administrative systems and programs, and overseeing budgetary guidelines
- High comfort level working in diverse environments
- Strong knowledge of trauma informed care and Domestic Sex Trafficking preferred
- Valid Oregon driver's license
- Must pass criminal background check and drug/alcohol screening

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

- Implement, oversee, and monitor the 24 hours a day, 7 days a week program services and day-to-day treatment related services for the residents at Grace House, ensuring adherence to all policies and procedures, regulations, documentations, mandated reporting and confidentiality
- In collaboration with the Clinical Director, ensure Grace House clinical services are delivered according to best practice standards and agency policies and procedures
- In partnership with the Clinical Director and Case Manager, ensure successful completion of clinical assessments, psychosocial assessments, service treatment plan, and intake screening for Grace House residents
- Lead, coach, develop and retain Grace House staff, ensuring appropriate provision for succession is in place
- In collaboration with the Executive Director, responsible for the recruitment, employment, and release of all personnel, both paid staff and volunteers at Grace House. Ensure personnel's technical and personal abilities are consistent with job description
- Ensure staff training is provided on an on-going basis and assist program staff in relating their specialized work to the total program of the organization. Provide in-service training to staff as appropriate. Participate in agency-wide training programs and in-services
- Maintain a positive, healthy culture, in accordance with all appropriate legislation and regulations, which attracts, retains, and motivates a staff of top quality people
- Set and contribute to a safe, orderly atmosphere by enforcing program policies and procedure and following set protocol at all times
- Review all policies and procedures on an annual basis, provide feedback to Leadership Management Team, and as appropriate, implement revisions
- Maintain current knowledge of national treatment initiatives and program development trends to continuously improve the quality of treatment and its impact on participant outcomes
- As part of the Leadership Management Team, participate in the semi-annual assessment and evaluation of Resource Center programs, providing feedback, and as appropriate, implement revisions
- In partnership with the Executive Director, develop and gain approval for an annual income and expenditure budget for Grace House
- Manage expenses within approved budget. If additional department funding is needed, a complete proposal must be submitted to the board for consideration/approval
- Meet regularly with the Executive Director, as part of the Leadership Management Team, to ensure goals are being met
- Responsible to maintain thorough and accurate confidential written or electronic records, case files, expense reports, correspondence, and statistics, ensuring completion of necessary documentation in a timely, accurate manner
- Maintain data collection systems, assess outcomes, and track and report on performance measures
- Responsible to execute trauma recovery, harm reduction, and conflict resolution and prevention strategies to staff and residents at Grace House
- Provide crisis intervention and conflict resolution as needed
- Plan the daily staff schedule ensuring adherence of staff to resident ratio policy

- Plan the monthly Grace House resident calendar ensuring all Life Plan categories are scheduled
- Ensure the program's physical environment supports a therapeutic community setting, including a clean, safe, and home-like atmosphere

PERSONAL CHARACTERISTICS

The Program Director should demonstrate competence in most or all of the following:

- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organization.
- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Respect:** Show sensitivity for cultural differences and provides culturally-sensitive input to staff and clients, and take cultural differences into account in program design and leadership.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of the residents to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance program effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the clients and the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interest of the clients and the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

WORK ENVIRONMENT

The Program Director will mainly work from Grace House, a state licensed, long-term residential care facility for minor female victims of sexual exploitation, ages 11-17. Grace House is a home setting and is staffed 24 hours a day, 7 days a week. The Program Director will be required to participate in the intake process at the Resource Center for potential clients entering Grace House. Employee will, at times, be working from the Resource Center.

PHYSICAL DEMANDS

- Rotation of 24 hour on-call responsibilities
- Ability to drive a motor vehicle
- Potential for lifting up to 50 lbs., bending, repetitive movements, kneeling, and standing for long periods of time
- Specific vision abilities required by this job include close vision and the ability to adjust focus
- The Resource Center is located upstairs and the employee will need to be able to walk up and down stairs frequently throughout the day

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.