



## Job Description – Safehome Program Manager

Organization Type: Non-profit

Position Type: Full-Time

Department: Residential Administration

Direct Report: Executive Director

Location: Greater Roanoke Valley Area, not remote

Hours: 40

Travel Requirements: Minimal; travel periodically to trainings, conferences, etc

Driving Requirements: Must have access to reliable transportation during work hours; satisfactory driving record necessary

Physical Requirements: Must have the ability to administer physical restraints.

Education & Experience: A Master's degree in social work, psychology, counseling or administration and a combination of 2 years professional experience working with children and in administration and supervision, OR A Bachelor's degree in social work, psychology, counseling or administration and 3 years of combined professional experience with children, and in administration and supervisory experience, OR A Bachelor's degree and a combination of 4 years professional experience in a children's residential facility and in administration and supervision.

### Job Responsibilities

The Program Director has overall responsibility for the people, programs and ongoing operations of The Lampstand, including but not limited to the following:

#### Program:

- Manage the safehome in compliance with the Standards for Licensed Children's Residential Facilities, and other applicable standards
- Maintain weekly calendar of events for The Lampstand
- Ensure ongoing operational excellence and rigorous program evaluation
- Establish and enforce safehome policies and procedures uniformly and consistently
- Adhere to annual safehome budget
- Ensure compliance with the safehome's policies and procedures

- Responsible for the implementation of the programs and services offered by the facility, including overseeing assessments, services planning, staff scheduling, and supervision
- Create, attend, and pass trainings and certifications to train staff
- Member of the intake team - weigh in on potential placements and their fit within the program
- Prepare staff and residents for new intakes
- On the Therapeutic Team - on call for crises
- Oversee collection of data and complete monthly & quarterly reports
- Respond appropriately to crisis situations and resolve resident issues & disputes following established policies and procedures
- Maintain new community partnerships for The Lampstand

#### Staff Supervision:

- In charge of direct care staff schedule and filling in the schedule with other staff when someone calls out and as a last resort filling in and providing direct care
- Responsible for all safehome personnel
- Maintain accurate and timely program statistical data to meet reporting requirements
- The Program Director supervises the following direct reports: Paraprofessional, Education Specialist, Therapist, Case Manager, Nutritional Care Specialist, and Lead Residential Care Staff, and Residential Care Staff
- Ensures staff, volunteers, and, when appropriate, residents receive training in food preparation and that all sanitation standards of health, safety, and hygiene are practiced and enforced
- Lead safehome staff meetings

#### Other:

- Maintain flexible schedule
- Maintain confidentiality of information
- Regular and predictable attendance
- Participate effectively as a team member through communication, cooperation, information sharing and problem solving
- Any other tasks or duties as assigned

#### Develop And Model Healthy Living for Volunteers & Staff:

- Maintain an active/growing relationship with Jesus
- Speak the truth in love
- Lead by example in modeling a healthy lifestyle in body, soul, and spirit
- Develop intentional connections with the program participants and staff members
- Represent The Lampstand in a positive and professional way to the general public
- Provide direction and encouragement to volunteers
- Maintain a flexible & positive attitude

#### Qualifications:

- Highly preferred fluent in Spanish & English
- Experience either as an employee or board member of a nonprofit organization; must be familiar with nonprofit finance and accounting regulations
- Proven track record of success facilitating progressive organizational change and development within a growing organization
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution skills
- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Superior management skills; ability to influence and engage direct and indirect reports
- Self-reliant, good problem solver, results oriented
- Energetic, flexible, collaborative, and proactive; a tactical as well as strategic thinker
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with the general public, media, executive leadership, and staff
- A passion for The Lampstand's mission
- Satisfactory preliminary criminal history background check and clean motor vehicle record determination as required by law
- A personal history of never having been shown by credible evidence (such as a decision of a court or jury, or 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
- 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

#### Skills/Character Qualifications:

- Reliable
- Driven
- Leadership Skills
- Interpersonal skills
- Visionary
- Team-oriented