

# Director of Programs



## **MISSION**

The Dwelling Place is a Christ-centered ministry providing healing and hope to victims of domestic abuse through supportive services and a safe, transitional place to call home.

## **PURPOSE**

The Dwelling Place exists to break the generational cycle of abuse by equipping and empowering women and their children through the love of Jesus so they can experience lasting freedom.

## **POSITION OBJECTIVE:**

The main objective of the Director of Programs is to assure the fulfilling of the Mission Statement of The Dwelling Place through the hiring, training, supervising, and leading of Spirit-filled, Christ-centered believers as Program staff and key Program volunteers.

## **REPORTS TO:**

Executive Director

## **AREAS OF SUPERVISION:**

Women's Program, Children's Program, Alumni Program and Transitional Housing

## **DIRECT REPORTS:**

Women's Program Manager, Children's Program Manager, Alumni Program Manager, Volunteer Coordinator

## **LEADERSHIP:**

- Oversight of implementation of programs and work plans assuring that program goals, objectives and outcomes are updated, effective and in compliance with grant projects.
- Manage and oversee the functioning of the entire Residential Treatment Program at all campuses including residents, resident children, staff, volunteer needs, alumni services, budget, facility needs, and Program classes and curriculum.
- Assure quality and quantity of staffing needs to meet all campuses occupancy capacities.
- Make certain all programs are in accordance with the standards set out by the organization, its funders and county/city/state licensing as appropriate.
- Maintain positive interactions with donors and stakeholders.
- Develop and/or oversee safety and security protocols, program policies and processes for program staff, residents, and facilities.
- Have an analytical mindset with great problem-solving abilities.
- Report to the ED and board monthly, quarterly, and annually on program metrics.
- Implement measures for gathering data and statistics on current program goals and outcomes.
- Analyze trends in the program, identifying issues and developing solutions.
- Member of Program Committee and provide valuable input to strategic planning and strategic initiatives.
- Create new programs and services with the inclusion of grant writing assistance, presentations, and vision casting and professional development trainings for staff.

## **TEAM SUPERVISION & DEVELOPMENT:**

- Responsible for the hiring, onboarding, and coaching of program employees.

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- Provide supervision to program managers and teams to include hiring, training, and performance management.
- Advise on resident experience from intake through discharge (adult and child).
- Evaluation, training, professional development, and team building for the entire program staff.
- Provide leadership to program managers and coordinators regarding the proper training (initial and ongoing) of volunteers and mentors.
- Lead in key decision-making such as Resident exits, grievances, or severe corrective actions
- Involvement in Program Team HR related issues, working with ED and HR Committee.
- Prepare reports and presentations for the Board of Directors as needed.
- Participate on Board of Director's Committees and Task Forces as needed.

## **DIRECT SERVICE:**

- Serve as liaison with community-based and county social services to collaborate and provide needed services to the women and children.
- Present TDP's mission and needs at community events to increase awareness of residential services for fundraising campaigns.
- Provide back-up to Program Manager when needed for emergencies and problem solving.
- Oversee all case plans monthly with Program Manager or Case Manager when needed.
- Oversee the development of effective educational curriculum for the women and children at all levels within programming.
- Ability to sub in as a class instructor or lead chapel when needed.
- Facilitate the maintenance of the Program Staff Policies and Procedures, Resident Handbook and resident program evaluations and forms.
- Monitor Program Expense budget.
- Assure that Program services are provided to meet grant and funding requirements and objectives.
- Oversees the implementation and use of Apricot Database.

## **CHRIST-CENTERED LEADERSHIP:**

- Provide spiritual leadership to staff, residents, and volunteers by setting the tone and leading by example. Shape the spiritual climate as a member of this team.
- Function as a member of the TDP Executive Leadership Team in overseeing, developing and refining TDP programs and services.
- Maintain a positive demeanor as a representative of Christ, providing empathy, encouragement, kindness, hope and love—sometimes expressed in providing firm direction and limit-setting.
- Incorporate scripture, prayer and reflections on Godly morals and values as part of daily interactions with staff and residents as appropriate.
- Full agreement with TDP's Statement of Faith and Guiding Principles.

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## **FACILITY DIRECTION:**

- Manage maintenance issues for all homes and program center.
- Integral to expansion planning and oversight of projects.

## **DEVELOPMENT:**

- Cooperate with the Development Team for resident stories, key metrics and other Program information needed for marketing and constituent education purposes.
- Speak and present in the community as needed.
- Lead alumni interviews on stage for the Gala and Women's Gatherings.

## **OTHER DUTIES AS ASSIGNED.**

## **QUALIFICATIONS:**

- Master's degree with at least 5 year's equivalent experience in team management in a residential program and/or working with victims of trauma; or bachelor's degree in a related field with at least 8 year's equivalent experience in team management in a residential program and/or working with victims of trauma.
- Skills and experience in domestic abuse, social work, case management, advocacy, mental health, chemical dependency, working with children and youth, cultural competency, and trauma-informed care.
- Demonstrated success developing and evaluating program models and selecting and successfully operationalizing innovative programs.
- Demonstrated success in implementing and tracking outcome metrics where none existed previously.
- Demonstrated success in establishing program goals and monitoring success to reach goals and reporting on success in effective metrics.
- Proficient in using technology as a management reporting tool, experience with Apricot Applications and experience developing and implementing program evaluation systems.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Experience having worked with a high-performance, collaborative, constructive peer group.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility and performance.
- Excellent verbal and written communication skills.
- Exceptional attention to details.
- Extensive experience, comfort, and skill with public speaking at events of all sizes.
- Personal qualities of integrity, credibility, and a commitment to and passion for The Dwelling Place mission.

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- Training and experience in trauma-informed, culturally relevant, victim-centered care.
- Experience with survivor leadership (focused both on staff and resident development).
- Experience with conflict de-escalation, building community and interpersonal skills.
- Ability to maintain confidentiality, manage multiple priorities, handle stress and strong organizational skills.

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