



# Director of Programs

## REST JOB DESCRIPTION

**ROLE SUMMARY** The Director of Programs is responsible for developing, informing, executing, and evaluating REST programs to ensure quality care is being provided throughout REST. The Director has overall responsibility for oversight of REST Direct service staff through supervision of the program manager who oversees the daily implementation of REST programming. The Director of Programs helps to set the strategic plan for the organization, utilizing program evaluation and feedback or research gathered from victims and survivors of sexual exploitation to inform the adaptation or direction of program improvement and/or expansion. This person is responsible for operating programs within budget and contributing to grant-writing and reporting to funders, public speaking, and working with partners in the community and nationally to be part of a comprehensive and collaborative approach to ending sexual exploitation. Experience with survivors of complex trauma and an emphasis on trauma-informed and person-centered care is a must for this position. REST is a Christian organization, dedicated to serving people of all faiths and backgrounds.

### ROLES

- Strategically plan, execute, evaluate, enhance, & expand REST programs in alignment with REST's mission and values (60%)
- Report on impact of REST programs to key stakeholders and funders (20%)
- Collaborate with other stakeholders to build partnerships and coordinate survivor services (20%)

### RESPONSIBILITIES

#### Programs Planning, Management, and Evaluation (60%)

- Work in partnership with the leadership team to set the short and longterm strategic objectives for programs
- Work with Executive team to build the budget for REST programs
- Manage budgeted funds for programs and ensure program teams provide financial records in line with policy
- Contribute to the improvement of diversity, equity, and inclusion at REST in partnership with the executive team
- Contribute to the spiritual health of the programs team, following REST's expression of faith guidelines
- Build a high performance team, marked by cohesion, commitment, and above average outcomes
- Set and cast vision for the integration of quality clinical care throughout REST programs, with program manager
- Resolve conflict in a way that reflects organizational values and minimizes disruption to client care
- Ensure compliance with county, state, and federal regulatory agencies as applicable
- Ensure licensed & unlicensed clinical subcontractors or interns are acting within compliance and receiving supervision
- Coach program manager, supervisors, coordinators, staff and volunteers in implementation of strategic plan
- Implement a reputable program evaluation to determine impact of REST programs or approach or process, identify areas of improvement, and implement
- Implement the trauma-informed practices survey with clients to evaluate the quality of Trauma-Informed care at REST
- Ensure direct services are culturally appropriate and responsive to cultural differences
- Work with Program leadership & Performance Data Analyst to ensure Client Management Software is tracking activities, outputs, and outcomes effectively
- Formalize a REST program logic model and theory of change
- Develop leading proven practices for trauma-informed care for survivors of sexual exploitation
- Participate in weekly staff meetings, quarterly REST meetings, annual leadership retreat, and REST training days
- Ensure on-call responsibilities are managed and rotated effectively through REST programs leadership
- Coordinate operational support as needed with the Director of Finance & Administration
- Other duties as assigned by the Executive Director

## Programs Reporting (20%)

- Ensure client records meet clinical standards, and all reporting is done with HIPPA compliance
- Streamline reporting methods and processes to allow for ease, efficiency, and accuracy for REST programs
- Ensure monthly and quarterly reporting requirements are met per agency standards
- Translate the story and work of REST into compelling and accurate content for grant writing, reporting, and events
- Ensure story-telling and communications about REST programs are done in a way that empowers, not harms, clients
- Ensure all communications about REST programs mirror the values and voice of the organization
- Build partnerships with other providers for the purpose of sub-contracting for services needed by REST clients
- Monitor and report on grant contracts related to on-site program activities as well as sub-contractor activities

## Collaboration (20%)

- Seek out subject matter experts in order to stay up to date with latest research and practice regarding clinical care for survivors of sexual exploitation or trafficking or complex trauma
- Build and grow partnerships locally and nationally to expand and multiply impact of services
- Act as a liaison with other community providers and agencies serving REST clients *as needed*
- Serve as the primary point of contact for programs for government grants
- Represent REST at national conferences as needed
- Work closely with Executive Team to ensure cohesion between REST programs and Administration activities

## QUALIFICATIONS

As a prerequisite, the successful candidate must believe in the core values of REST and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead social change. Beyond that, we are seeking a candidate that has proven experience in executive leadership and ability to lead and build the capabilities of a driven, bright, and diverse team.

- MSW or Similar degree preferred
- 6-8 years of increasing responsibility and related professional experience in implementing and expanding programs
- Experience implementing and reporting on government grants
- Ability to effectively work in a diverse workplace, and be self-aware regarding issues of race, ethnicity, class, sexual orientation, gender identity, religion/spirituality and disability
- Ability to effectively contribute to the improvement of diversity, equity, and inclusion throughout the organization
- Knowledge of recovery, mental health and co-occurring disorders, chemical dependency, and complex trauma
- Strong leadership, interpersonal & professional skills, and ability to maintain a positive relationship among staff
- Proficient at Excel, Microsoft Office, Google cloud products, Apple products
- Successful track-record in setting priorities, keen analytical, critical thinking, organizational and problem-solving skills enabling sound decision-making
- Excellent verbal and written communication and interpersonal skills with an ability to negotiate, collaborate and work with a variety of internal and external stakeholders
- Ability to balance attention to detail with big picture thinking required
- Ability to prioritize and multi-task with the skill to shift quickly and effectively among tasks and priorities
- Good judgment, skilled in strategic goal setting, creating and implementing plans, and making decisions
- Ability to lead and foster teamwork; strong leader and team-player with a proactive, service oriented attitude
- Agrees with the REST statement of faith and expression of faith
- Must be able to lift up to 30 pounds and move up and down stairs freely
- Must have a current valid driver's license and method of transportation

# Director of Programs

## REST JOB DESCRIPTION

**Schedule:** Monday - Friday, hours vary depending on Program needs, though 9am - 5pm is the baseline. Some evenings and/or weekends are required for events, trainings, conferences, or the occasional programs need.

**Location:** REST Main Office & Program sites

**Salary:** This is an exempt position, salary depends on experience

**Benefits:** 15 paid vacation days, 10 paid sick days, 8 paid holidays, health insurance stipend of \$4550 annually. Comp time accrual after 45 hours a week; 403(b) retirement option.