



Program Manager

REST JOB DESCRIPTION

ROLE SUMMARY The Program Manager is responsible for informing and overseeing REST programs to ensure quality clinical care is being provided throughout REST. This leadership position oversees program leadership throughout REST's continuum of care and works closely with the Director of Programs and Executive Director to plan for the expansion of services to meet the needs of sexually exploited individuals in the community. Clinical experience with survivors of complex trauma and an emphasis on trauma-informed and client-centered care is a must for this position. Current programs include Prevention work in detention centers, an Emergency Receiving Center (shelter & 24/7 Hotline), Community Advocacy (Outreach, Drop-in Center, Case Management), an Integrated Health Clinic, and a long-term Restorative Home. The Program Manager will also develop and implement trainings for REST programs as well as external agencies to further expand agency knowledge and share promising practices with other stakeholders in the effort to combat human trafficking nationally. The Program Manager is part of the Senior Management team, working collaboratively to forward the mission and vision of REST in partnership with other Seattle organizations committed to similar work. REST is a Christian organization, dedicated to serving people of all faiths and backgrounds.

ROLES

- Lead REST programs to ensure quality implementation of trauma-informed, survivor-centered services (80%)
- Build capacity within REST & with other stakeholders in the effort to combat human trafficking by developing & implementing trainings (20%)

RESPONSIBILITIES: PROGRAM MANAGEMENT

- Assist in developing the strategic plan for REST programs in partnership with the executive team
- Assist Director of Programs in evaluating and improving clinical care throughout REST programs
- Lead the implementation of REST's strategic plan as it relates to program development and expansion
- Work in partnership with Director of Programs to ensure full compliance with grant-funded projects
- Lead the integration of trauma-informed, strengths-based, relational, and self-efficacy building care throughout REST programs
- Integrate the use of evidence-based practices that are compatible with meeting the unique needs of exploited individuals
- Coach program supervisors, coordinators, staff and volunteers in implementation of clinical care, consistent with REST values
- Ensure direct services are culturally appropriate and responsive to cultural differences
- Bring creativity and initiative to REST programs and set the tone for direct service work
- Assist in recruiting and hiring a high quality team of direct service personnel throughout REST
- Build out an on-call strategy that is sustainable for leadership
- Supervise all unlicensed and licensed clinical and program staff in compliance with county, state, or federal regulations
- Ensure reporting across programs is consistent, accurate, and timely
- Manage budgeted funds for program operations and provide financial records in line with REST policy
- Act as primary point of contact for REST programs leadership for the purpose of brainstorming solutions to problems and consulting on specific clients as needed
- Act as a point of contact with other community providers and agencies serving REST clients
- Cooperate and collaborate with other agencies in the social service system
- Work in partnership with the full leadership team to facilitate building a sense of belonging, trust, and cohesion across REST programs - for employees, volunteers, and clients
- Represent REST at various meetings, community engagements and trainings in partnership with Director of Programs
- Contribute to the improvement of diversity, equity and inclusion throughout the organization
- Contribute to the spiritual health of the organization, demonstrating mature and active personal faith
- Lead programs in developing healthy boundaries, self-care, and rhythms of rest and replenishment
- Participate in regular meetings, annual leadership retreat, and REST training days

RESPONSIBILITIES: CAPACITY BUILDING

- Seek out the most promising practices and trends related to effective care for survivors of sexual exploitation
- Conduct internal and external trainings, including developing new material and presentations
- Build out and enhance the training model for all REST Programs
- Act as liaison for graduate schools' intern placement programs in partnership with Director of Programs
- Travel for the purpose of speaking at conferences and training other agencies nationally
- Assist in building a formal professional and leadership development program with/for survivors as partners

QUALIFICATIONS

- BA in social sciences or social work; extensive leadership experience working with CSE populations may be substituted
- Minimum of three years experience in leadership as a supervisor or manager of people, no substitutions
- 2+ years of demonstrated success in managing one or multiple social service programs preferred
- Experience working specifically with sexually exploited individuals
- Knowledge of recovery, mental health and co-occurring disorders, chemical dependency, and complex trauma
- Excellent communication & public speaking skills
- Strong leadership, interpersonal and professional skills
- Ability to build a cohesive relationship among a diverse team
- Alignment with the REST values of Belonging, Trustworthiness, Tenacity, and Honor
- Active personal faith and alignment with the REST Statement of Faith
- Ability to excel when working with both people and projects, details and big-picture vision
- Skilled at delegation, maximizing the strengths of team members, and coaching for professional development
- Ability to build processes and systems
- Ability to organize, discern, and problem-solve creatively
- Ability to work in a fast-paced, dynamic environment
- Must have valid Drivers License with clean driving record
- Must be able to lift up to 20 pounds and move up and down stairs

Location: REST Main Office & Program sites, South Seattle, occasional travel regionally and out of state

Salary: \$60,000 - \$72,000 DOE