Job Announcement

POSITION TITLE: Survivors of Human Trafficking Program Manager
SUPERVISED BY: Director of Programs
CLASSIFICATION: Exempt/Full Time
REVISION DATE: August 2020

SUMMARY
The Survivors of Human Trafficking (SOT) Program Manager provides oversight and guidance to SOT program staff in compliance with programmatic requirements and works closely with the Director of Programs to ensure overall program deliverables are achieved.

ESSENTIAL JOB FUNCTIONS
The essential duties and responsibilities of this position include those listed below. Other duties and responsibilities may be assigned at the sole discretion of the organization.

- Assumes primary responsibility for ensuring the timely delivery of core services provided to human trafficking victim clients.
- Works closely with Immigration Legal Services staff to support Survivors of Human Trafficking (SOT) clients with immigration, domestic violence, employment, and other legal matters.
- Interfaces with SOT program funders, attending teleconferences and required trainings, and assuring reports and other inputs are provided in a timely manner.
- Maintains confidentiality of all written/electronic materials relating to clients and strictly adheres to current confidentiality laws/privilege standards under applicable law as relating to the practice of licensed clinical social work (NASW Code of Ethics).
- Participates in community anti-human trafficking collaborations. Builds and maintains partnerships with organizations that refer clients or that provide services that are needed by SOT clients.
- Maintains current knowledge on human trafficking issues/trauma-informed practices and utilizes best practice models as guidelines for case management, outreach and community engagement.
- Responsible for ensuring staff create accurate and up-to-date case note documentation related to case management services.
- Works with Director of Programs to establish policies and programs, and to administer programs.
- Monitors expenditures in compliance with program budgets.
- Identifies service gaps and opportunities for program development and expansion.
- Actively engages in professional development activities.
- Provides program support/case management services as needed.
- Handles all hotline and emergency calls as needed in a timely manner.

REQUIREMENTS/COMPETENCIES
The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Adaptability: Adapts to changes in the work environment. Able to deal with frequent change, delays, or unexpected events. Able to work a flexible schedule to facilitate program services that may include nights and weekends.
• **Budgeting and Cost Consciousness:** Able to understand SOT grant and program budgets. Works within approved budget parameters. Develops and implements cost saving measures. Conserves organizational resources.

• **Case Management:** Has extended Case Management experience; has worked with victims of crime, vulnerable communities, at-risk and/or underserved clients. Experience supervising caseworkers is a major plus.

• **Change Management:** Develops workable implementation plans. Communicates changes effectively. Builds commitment and overcomes resistance.

• **Client Services:** Manages difficult/emotional client situations. Responds promptly to client needs. Responds to requests for service and assistance. Meets all commitments.

• **Communication:** Writes/speaks clearly and informatively in both English and Spanish.

• **Delegation:** Appropriately delegates work assignments. Provides recognition for results.

• **Diversity:** Shows respect and sensitivity for cultural differences. Provides culturally-sensitive inputs to staff and clients, and takes cultural differences into account in program design and leadership.

• **Innovation:** Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Presents ideas and information in a persuasive manner.

• **Interpersonal Skills:** Focuses on solving conflict, not blaming. Maintains confidentiality. Remains open to others’ ideas and to trying new things.

• **Managing People:** Includes staff and/or volunteers in planning, decision-making, facilitating and process improvement. Takes responsibility for subordinates’ activities. Fosters quality focus in others. Improves processes, products and services.

• **Organizational Support:** Follows policies and procedures. Completes administrative tasks correctly and on time. Supports the organization's goals and values.

• **Problem Solving:** Identifies and resolves problems in a timely manner. Gathers and develops alternative solutions. Works well in group problem solving situations.

• **Professionalism:** Treats others with respect and consideration regardless of their status or position. Maintains healthy communication and proper boundaries, becoming neither under- nor over-involved in clients’ personal matters. Uses professional judgment when interacting with client in social settings.

• **Strategic Thinking:** Develops strategies to achieve program and organizational goals. Understands the program’s and organization's strengths and weaknesses and adapts key strategies to changing conditions.

• **Teamwork:** Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Supports everyone’s success.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required for this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position unless doing so would impose an undue burden on the organization.

• **Education and/or Experience:** Master's degree from four-year College or University in human services or related field is preferred, Bachelor’s degree from a four-year College or University in human services or related field minimum, and a minimum of 4 years’ experience in social services, or equivalent combination of education and experience. Two years of supervisory experience.

• **Language Skills:** Ability to read, analyze, and interpret general business communication, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Reasoning Ability**: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**
- Possession of a valid driver’s license and vehicle insurance

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**
The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the **Survivors of Human Trafficking Program Manager**. Reasonable accommodations can be made to enable people with disabilities to perform the described essential functions.

While performing this job, the employee is required to sit often and use his/her hands and fingers to handle or feel and to manipulate keys on a keyboard. The employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 25 pounds, and stoop, kneel, or squat, and drive. The noise level in the work environment is usually quiet to moderate.

**HOW TO APPLY:**
Interested candidates should email a resume and cover letter to: humanresources@openingdoorsinc.org. Include “Survivors of Human Trafficking Program Manager – [Your name]” in the subject line.

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