

HOPE RESTORED

C A N A D A

PROGRAM DIRECTOR POSITION PROFILE

About Hope Restored Canada

Hope Restored Canada (“Hope Restored”) is dedicated to helping Saskatchewan women and youth that have been sexually exploited and trafficked. We are a non-profit charity based in Saskatoon with a mandate to address the profound and diverse recovery needs of sexually exploited and trafficked youth and women as they leave lives of abuse. As a research-based organization, Hope Restored works closely with those directly affected by sexual exploitation and trafficking to inform program development and delivery. This enables the professional staff to develop effective trauma-informed programming that is tailored to the participant. The intervention, exit strategies, programming and ongoing care Hope Restored provides is irreplaceable in the community.

Position Description

The Program Director contributes to the overall success of HRC’s programs by providing strong leadership for holistic restoration and outreach programming, including, but not limited to, developing, and overseeing the day-to-day aspects of program delivery, and ensuring that social supports are provided for program participants. This includes program scheduling, curriculum development and delivery, oversight of intake processes, and personal oversight and facilitation of the recovery journey for each resident.

The Program Director reports directly to the Executive Director, and works collaboratively with the management team, staff, and contracted service agencies to provide a healthy and safe living/learning environment for program participants. actively ensure a safe environment for program participants, staff, and volunteers.

The Program Director is accountable for the delivery of client-centered initiatives, programs, and activities. Specific accountabilities include:

- program evaluation,
- coordination of administrative functions,
- program budget development and monitoring,
- staff recruiting, supervision, professional development, and evaluation,
- establishing and maintaining partnerships with other organizations;
- case management;
- community development activities;
- liaising between management and direct service providers.

Qualifications

Embodying the values of the organization – love, compassionate dedication, reconciliation, wisdom, and courageous innovation - the Program Director will:

- demonstrate knowledge and broad awareness of the issues that program participants may experience because of sexual exploitation/trafficking.
- be experienced offering trauma informed care, with deep understanding of the individual and systemic factors and complex issues related to trauma.
- have strong, assertive, confident, interpersonal skills, exercising authority and action with all residents of the program, and ensure unique program participant/client needs are met.
- be responsible, efficient, and discreet.

Required education and experience:

- A minimum of an undergraduate degree in social work, psychology, addictions, criminal justice, or education, including registration with the related professional body, and
- 5 plus years of experience working with at-risk populations, or
- Equivalent education and experience to fulfill the position responsibilities.

Required competencies:

Accountability:

- Takes personal ownership and responsibility for the quality and timelines of work commitments.
- Follows organizational guidelines, professional standards, regulations, and principles.
- Demonstrates reliability and integrity consistently and regularly.

Decision Making:

- Anticipates and recognizes problems that might arise and develops solutions to mitigate impacts and develop a comprehensive solution that supports the current and long-term objectives of the programs.
- Analyzes complex problems as they arise, to identify root causes along with possible opportunities and threats to assist in developing a solution.

Leadership:

- Provides superior organization and management skills to the program and program staff.
- Works well with a wide range of individuals to provide support, coaching, encouragement, and direction.
- Builds and maintains partnerships that are critical to the ongoing success of the program.

Result Oriented:

- Focuses on desired program outcomes, and how they are achieved, based on past performance, goals, and objectives, and evaluations.
- Holds oneself and others accountable for effectively meeting and exceeding program goals and objectives.
- Develops priorities and plans for the effective use of resources to meet programing objectives

Role specific tasks

- Provide direct supervision to program facilitators, case managers, outreach coordinator, program support workers, and program volunteers.
 - Provide leadership for the team and facilitate staff decision-making processes
 - Track bi-weekly staff hours for positions under supervision
 - Ensure a monthly schedule is created and circulated
 - Conduct orientation and training of volunteers
 - Supervise staff and volunteers, including troubleshooting, conflict resolution, and ensuring healthy boundaries.

- Develop and regular revise healing program curriculum:
 - Collaborate with the program team to revise, update or address issues within the program
 - Administer aspects of creating and organizing program curricula & schedule;
 - Oversee administration and organize all participant files and documentation.

- Oversee facilitation of recovery programming:
 - Create a healthy healing environment for participants in recovery programming.
 - Ensure all program guidelines and schedules are followed by participants

- Communicate regularly with program partners and social services agencies to ensure housing/social services agreements and requirements are met and documentation filed.
 - Liaise with service agencies and organizations scheduling and providing services as educational opportunities for staff and participants

- Develop and manage the safe house, day program and outreach budget, ensuring ongoing tracking and management.
 - Oversee the maintenance needs of the safehouse.

- Ensure program tracking and data collection for grant reporting and funding proposals.