

JOB TITLE: Director of Programs
REPORTS TO: Executive Director
DEPT: 90% Programs / 10% Administration

STATUS: REG/FT/E
SCHEDULE: 45 hrs/wk,
REVISED: 3/5/2025

Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

Direct all elements of the WSRM Counseling Programs, including both the 90-Day Life Builders Program, and the 1-Year Transformers Program. Responsible for ensuring the attainment of overall program goals and alignment with the WSRM Mission, Core Values, and Statement of Faith. Establish and oversee all aspects of providing biblical counseling to residents in order to facilitate spiritual growth and discipleship towards a Spirit-empowered addiction-free lifestyle.

DUTIES AND RESPONSIBILITIES:

Administrative

- Direct Program staff, providing leadership, support, encouragement and accountability for services provided to the residents, facilitating program outcomes and goals.
- Responsible for hiring, training, supervising, evaluating, and terminating employment of departmental staff.
- Oversee scheduling of staff to provide proper coverage and insure safety and well-being of guests and residents at all times.
- Facilitate opportunities for Program staff to receive appropriate on-going education, training, and development in order to remain informed, viable, and cutting edge.
- Participate in Leadership Team, Department Head and Departmental meetings.
- Support the Director of Finance in preparation of budget and monitoring of Program related fiscal activities.
- Perform other duties as assigned.

Program Operations

- Oversee all aspects of Program operations, evaluating, modifying and enhancing all programs in order to provide the best possible care and services for clients while striving towards organizational excellence and achievement of program goals.
- Responsible for establishing, revising, and ensuring implementation of WSRM Program policies and procedures.
- Ensure Program reporting is being performed accurately, thoroughly, and with the required levels of confidentiality.
- Confer regularly with the Executive Director, reporting any program changes or needs as appropriate.
- Oversee the compiling and reporting of program statistics.
- Establish, implement, monitor compliance with house rules and procedures to increase organization, facilitate programming outcomes, and encourage overall safety and security.
- Conduct weekly departmental meetings to establish, coordinate, and maintain client services and communication with and between Program staff.
- Meet bi-weekly with Program managers towards leadership development.
- Network with related service providers within community to access needed services for residents.
- Coordinate and communicate with social service agencies with regard to Mission issues.
- Insure proper procedures are in place so that residents receive medication in accordance with physician/nurse instruction.

Food Services Oversight

- Inspection of all areas of Food Services on a weekly basis, to include the Bread Room, food storage areas, cooler/freezer units, Dining Room and kitchen areas.
- Supervising the Food Services Manager, including Check-in meetings, 30-Day evaluations, and monitoring the budget for Food Services.
- Ensuring that all Food Service activities are in compliance with county and state food-handling policies and standards at all times.

EDUCATION/EXPERIENCE:

- Bachelor's degree (minimum) required in social work, human services, biblical counseling or related field.
- Masters' degree in social work, human services, biblical studies or related field preferred.
- Certified Alcohol Drug Counselor (CADC) intern or full certification preferred.
- Five years previous management/supervision experience required, working in the substance abuse/addiction counseling field.
- Five years working directly with individuals who have had homeless, mental illness, and/or addiction related issues required.

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Mature Christian, able and willing to model servant-leadership.
- Active member of the body of Christ; good familiarity with the Bible.
- Strong leader, able to grow and develop staff to enhance strengths individually and as a team.
- Strong interpersonal skills, able to listen and guide according to biblical principles and individual needs.
- Effectively and practically communicate and counsel according to biblical concepts of grace and truth.
- Exercise sound judgment demonstrating proficiency in analysis, problem solving, mediation and conflict resolution.
- Able to grow and improve program in alignment with core values and contribute and thrive in a change environment.
- Able to work with people in varied circumstances related to homelessness, including addiction and mental illness. Ability to treat individuals with dignity and respect in all situations.
- Good written, verbal and instructional communication skills.
- Strong interpersonal skills, able to listen and guide/counsel according to biblical principles and individual resident needs.
- Considerable knowledge of recovery, addiction, and mental illness.
- Thorough, systematic and organized with regard to security and protocol.
- Good assessment skills, able to collaborate and resolve resident issues.
- Strong resource acquisition and coordination abilities.
- Honest, perceptive, adaptive, objective, and trustworthy.
- Organization with regard to people, things, and information, including excellent time management skills.
- Computer literate - proficient in Microsoft Word, Excel and internet.
- Willing to be CPR certified.
- Valid North Carolina driver's license; driving record acceptable to WSRM insurance carrier.

WORKING CONDITIONS/PHYSICAL FACTORS:

The work is typically performed indoors, with a displaced and low-SES population, while sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, weighing up to 25 pounds, and requires good physical health, and the ability to climb stairs numerous times per day. May require occasional travel, the majority of which is within the Triad area.

EQUIPMENT/TOOLS USED:

- Computer – Internet
- Phone
- Drug Test Kit
- Breathalyzer

Employee Signature

Date