



JOB DESCRIPTION

Title: PROGRAM DIRECTOR

Reports To: Executive Director

Status: Full-time; exempt

Position Summary:

The Program Director is responsible for the implementation, management, supervision, follow-up, networking, coordination and evaluation of all the Foundations' retreats and restoration and healing programs and operations. He/she works within the guidelines, policies and mission of the organization and will be accountable and responsible in reporting to the Executive Director.

Duties and Responsibilities:

- Responsible for the overall implementation, management, and supervision of all program activities of the retreats.
- Responsible for managing, hiring and training retreat/program staff and consultants.
- Develop retreat programs that are world class, holistic and focused on post combat injuries including injuries unique to female and male Veterans. Programs will combine therapeutic, relaxation, exercise, counseling and other appropriate elements. Programs will also include spouse and child programs. New programs to be developed will include Survivor and Pre 9-11 programs.
- Responsible for developing and maintaining relationships with retreat applicant referral sources, including Veterans medical institutions, military commands, other Veterans organizations and individual referrals. Responsible for insuring an adequate referral pipeline to meet the retreat requirements of the Foundation's Business Plans.
- Responsible for the adequate, advance scheduling of retreats and coordinating all ranch resources including staffing, providers, volunteers, facilities, equipment, etc.: this includes

insuring the execution of all personnel, service and facilities contracts by the Executive Director in advance.

- Responsible for processing and documentation of all applicants from referral stage to retreat attendance.
- Responsible for maintaining post retreat relations with attendees. Insure development, implementation and documentation of post retreat follow-ups with every attendee including individual plan development and subsequent review.
- Be a mental health community advocate by speaking and promoting LSF programs and the holistic solution.
- Develop “pipeline” tracking reports on all potential retreat attendees (in google summary documents as well as individual applicant documentation..
- Responsible for developing staff, provider networks and additional therapy/counseling/etc. services as appropriate to improve the quality of retreats.
- Developing and maintaining a network of post retreat referral organizations for the veterans and family members.
- Identify with Executive Director potential additional retreat locations.
- Obtain and document in video and written formats participant testimonials.
- Develop with the Promotions & Marketing Manager Retreat Program Literature
- Continually improve the application and approval process and the supporting administrative and medical information (including screening process) to be HIPPA compliant (if necessary).
- Develop ranch and treatment equipment requirements
- Assume responsibility for managing LSF owned ranch(s).
- Develop new programs as LSF standalone and joint programs with other organizations.
- Develop and maintain professional program policies and procedures manual as well as provider training materials and attendee handout packages.
- Stay current with and advise Executive Director of medical findings on PTSD and other combat related mental, emotional and spiritual therapy and counseling_therapeutic advances.
- Provide public presentations, trainings, and workshops as deemed appropriate.
- Develop, implement and evaluate retreat evaluation surveys.
- Establish safety standards including CPR and First Aid Certifications as needed
- Perform additional work as assigned by the Executive Director or Board of Directors.
- Responsible for insuring all retreat related documentation is obtained, delivered to and maintained in the LSF Corporate Office.
- Responsible for developing research activities such as methods, statistical analyses, and dissemination of results for publication; internally or in consultation with third parties.
- Responsible for oversight of all logistics of retreat attendees’, staff-, consultants’ and volunteers’ travel expenses in coordination with the LSF Controller.
- Manage Program Insurance matters with LSF Controller.
- Ensure compliance of Incident Reporting.
- Work with Executive Director to identify retreat attendees willing and capable of acting as Foundation spokes-people.

- **Assure confidentiality of attendees and retreats are always appropriately maintained.**
- **Research and review possible treatment methods (like hyperbaric oxygen therapy) for possible inclusion in retreats.**
- **Attend LSF functions (like Galas) as requested by Executive Director.**

Qualifications:

- **PhD in Clinical or Counseling Psychology preferred but experience with Master's Degree in related fields will be considered**
- **Veteran of the US Military or experience working with US Service members and families**
- **Previous Program Management experience**
- **Working knowledge of physical and cognitive disabilities, and mental health disorders, including PTSD**
- **Customer Service oriented – able to work with Veterans and their families**
- **Highly organized**
- **Must be able to work Thursday – Monday during retreats (flexible hours)**
- **Microsoft Office skills**
- **Effective interpersonal, oral and written communications skills**
- **Ability to work independently and as part of a team**
- **Ability to travel as required**

Physical Requirements:

- **Position will be located in Houston, Texas**
- **Program Director will be required to work weekends while attending and managing Foundation retreats**
- **Director will be required to lift objects such as boxes of retreat equipment and literature, weighing up to 50 pounds on occasion.**