

LOWRY RHOADS ASSOCIATES
RECRUITMENT PROFILE
DIRECTOR OF PROGRAMS AND TRAINING
THE WOMEN'S HOME

THE AGENCY

The Women's Home provides a real chance for women in crisis to achieve dignity, self-sufficiency and meaning. The agency's unique WholeLife program, builds healthy lives by fostering community and focusing on six components of wellness: mental and emotional, physical, social, spiritual, vocational, and financial. By embracing the whole person the Women's Home prepares women and their families to become empowered and productive forces in their homes and communities.

Currently services for women are provided on two campuses: Midtown and Spring Branch. The Midtown campus provides 50 transitional beds for homeless women struggling with mental illness and substance abuse. Each individual participates in a program tailored specifically to them. Near this campus the agency runs a popular thrift store which allows for on-site job skills training. The Spring Branch campus consists of 87 permanent 1-bedroom apartments in a LEED and Blue Star certified facility on beautifully landscaped grounds. Amenities at the Spring Branch location include: meditation room, computer lab, exercise and wellness room, laundry facilities, and cable and internet.

The Women's Home is expanding. In 2016 the Spring Branch Campus will add 84 permanent affordable two and three bedroom apartments to serve homeless and at-risk/vulnerable families. The family inspired amenities include a playground, community activity center, and family picnic area. In addition to the new apartments there will be a 30,000 square ft. Whole Life Service Center surrounded by 14,000 sq. ft. of greenspace. The service center will include a federally qualified healthcare clinic, mental health and substance abuse services; workforce development program, children's services, and a fine arts room.

The Women's Home has been making a significant impact since 1957. Four out of five treatment and transitional clients left the program with permanent housing and income. After the first year of treatment at the Home 87% of clients maintained sobriety and no longer required psychiatric hospitalization. Most recently, clients have found employment at an average wage of \$15.96/hour, more than double the minimum wage.

THE SITUATION

The Women's Home's mission is to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals. To this end the agency is undergoing significant growth and participating in collaborations with other organizations in the communities where they have housing and services. They are looking for a leader that is committed to the mission, has compassion for the clients, and the proven ability to manage and develop people and programs. As the organization is nearly doubling in size it is critical that existing

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programs do not suffer and that new programs and services are integrated seamlessly across all campuses.

THE POSITION

The Director of Programs and Training is responsible for the oversight and development of program services and training of staff engaged in providing services at our Midtown and Spring Branch campuses. They will ensure that all staff has the resources and training to ensure high quality, efficient and effective delivery of treatment and services to persons engaged in the agency's WholeLife programs. The person in this position will ensure excellence in meeting the requirements of various public and private grants and licenses. This position will work with the COO in identifying and recommending strategic program initiatives and improvements to programs and their delivery in the community

SPECIFIC RESPONSIBILITIES

Program Administration and Development

- Develop and update written procedures and forms
- Ensure monthly, quarterly, and annual statistical reports of program outcomes, identifying challenges and achievements and proposing program improvements/changes where indicated
- Ensure compliance with all program licensing requirements
- Hire and train staff as needed
- Conduct staff evaluations as required
- Assist in budget development and adherence
- Help develop grant requests
- Help develop program outcomes and measurements

Staff Training

- Develop, coordinate and provide initial training for all new program staff based on licensing requirements and the needs of the WholeLife Program
- Provide training on documentation, co-sign as needed and audit medical records quarterly to ensure documentation is appropriate and meets standards
- Develop and offer enriched training and continuing education based on the WholeLife model and the needs of the staff
- Encourage and help staff become presenters at conferences
- Participate in the initial orientation and ongoing education of administrative staff including The Cottage Shop staff to ensure there is an understanding of the mission of the agency.

Community Education

- Develop and present papers on the WholeLife model and behavioral health issues that affect the agencies clients for both professional and lay audiences
- Write articles for the agencies newsletter and web site
- Participate and assist in the education and training of all volunteers and donors as needed

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Internship Program

- Develop written policy/standards for academic affiliations, requirements and structure of TWH internship program for potential interns, and other documentation as needed to develop and maintain a clearly structured program
- Develop and maintain a written intern orientation manual outlining TWH policies, documentation requirements, and other information vital to new clinical professionals
- Ensure that supervisory staff has appropriate credentials and training
- Maintain and expand academic affiliations

CANDIDATE SPECIFICATION

The ideal candidate will:

- Be an accomplished leader adept at articulating the mission of the organization, with the ability to inspire and encourage others to participate in the goals and objectives of The Women's Home.
- Have a proven effectiveness in program development and management
- The ability to lead, motivate and manage a diverse staff, including managers and independent contributors alike..
- Exercise demonstrated skills in resource development and the art of fundraising.
- Demonstrate knowledge and ability to comply with Council on Accreditation license requirements and state child placing standards.

EDUCATION CREDENTIALS

- Master Degree in Social Work, Psychology or related mental health field or other related disciplines
- Clinical Licensure (Not required; however, there is a preference for candidates who have had a license in the past.)

PERSONAL SKILLS AND CHARACTERISTICS

- Interpersonal Skills – The Director of Programs and Training must work effectively with a wide range of personalities and must have the interpersonal skills required to smoothly interface and represent The Women's Home with various constituencies in the community.
- Good Judgment – The Director of Programs and Training is frequently called upon to make or influence decisions, internal relationships, etc. that require experience-based good judgment to supplement the facts.
- Character – Personal values and behavior must all be beyond reproach.

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- Results Oriented – Well organized, self-disciplined, and able to focus on the most important projects. Decisive. Contagious sense of urgency. Gets things accomplished on time, with minimal stress, and proper expenditure of resources.

LOWRY RHOADS CONTACTS

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