



Job Title: Program Director
Department: Maya's Place
Supervisor: Director of Therapeutic Communities
Location: Maya's Place – 640 Grove SE, Albuquerque, NM 87108
Pay Range: \$35,000 - \$38,000 (dependent on experience), plus employer paid benefits
FTE Status: Full-Time Exempt (40 hours per week)

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

ABOUT CROSSROADS FOR WOMEN AND MAYA'S PLACE

Crossroads for Women works to break destructive cycles and support women to build their lives. Maya's Place, a therapeutic community in Albuquerque, provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

Under the supervision of the Director of Therapeutic Communities, the Program Director is responsible for the coordination and facilitation of services at Maya's Place. The Program Director is responsible for ensuring the overall effectiveness of the Maya's Place residential program. The Program Director works closely with the Director of Therapeutic Communities, Executive Director, program staff and Clinician to ensure that program development and administration of programs and services are meeting the needs of the program participants. Leads and trains program staff, students, and/or interns engaged in non-therapeutic client care activities, as appropriate.

REQUIREMENTS

Education

- Bachelor's degree in Social Work or related field
- OR a combination of relevant education, training, and experience totaling 4 years or more

Knowledge

- Requires knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery

- Knowledge and understanding of the principles of trauma treatment and trauma-informed care, harm reduction, and strengths-based substance abuse and mental health recovery
- Understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and the impact on the family and child development

Qualities

- Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment
- Ability to work independently and as part of the team to ensure that the highest quality and most relevant aspects of the job and services are provided to clients
- Ability to work some nights and/or weekends as needed
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services
- Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed
- This position is subject to Criminal Background Check (post-offer)
- Ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA)

Skills

- Computer literacy and comfort with Microsoft Office
- Excellent communication skills, particularly listening, mediation, and writing skills
- Strong attention to detail, well organized and a commitment to treating others with respect
- Ability to adhere to strict standards of confidentiality

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel.

The employee must be able to lift and/or move up to 50 pounds. The employee must be able to participate in the physical labor of moving furniture and household items utilizing agency vehicles. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face-to-face.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

GENERAL STATEMENT OF DUTIES

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

Program Oversight — 20% of time

1. Responsible for the oversight and maintenance of case files, referrals and other related documents for the care of clients ensuring compliance with agency requirements and meet or exceed state, federal or agency standards.
2. Responsible for the production of weekly/monthly client lists and enter required data onto master client data base for use by Executive Director and Director of Therapeutic Communities.
3. Ensure that facility is a safe and protected environment including developing and implementing appropriate procedures for handling day-to-day and crisis related situations.
4. Ensure that the facility meets fire safety and housing code requirements.
5. Abide by confidentiality standards required by Crossroads, State and Federal statutes.

Administration — 30% of time

1. Perform administrative functions such as monitoring program and petty cash budgets including purchasing and/or securing office/program supplies and maintaining appropriate documentation. Ensure that expenses remain within budget limits.
2. Oversee client escrow accounts, preparing reports, and verification of paperwork.
3. Prepare administrative and programmatic correspondence. Obtains administrative review for non-recurring external correspondence.
4. Prepare daily/monthly/quarterly/annual reports and documentation, as required to meet funding and agency requirements.
5. Maintain accurate records of client care services and activities in accordance with agency standards including but not limited to; case notes, client surveys and outcome data.
6. Work closely with Crossroads administration on program and organizational development including strategic planning, policy development, grant writing, and administration.
7. Engage with the legal, judicial, substance abuse treatment and homeless service delivery systems to ensure accurate placement of clients into this program.
8. Plan and facilitate community outreach and education activities.
9. In collaboration with the Director of Therapeutic Communities, plan and coordinate the Day Program at Maya's Place.
10. Attend continuing education opportunities and training as offered and approved by the Director of Therapeutic Communities and Executive Director.

Case Coordination — 40% of time

1. Coordinate and monitor services provided; assess client progress and effectiveness of treatment and service plans; participate in case review with other care providers; consult with therapists and related professional staff and/or providers in monitoring of client's progress; make recommendations regarding modification of treatment plan or service delivery under treatment plan.
2. Provide individual support to clients; provides intensive case management to clients with multi-dimensional and long-standing problems; maintain frequent contact with clients; refer clients to other support services as needed; facilitate client access to community resources; assists clients with accessing public benefits programs.
3. Assist with the identification of housing and support which facilitate client relocation activities.
4. Identify and provide emergency crises services within scope of licensure and training; respond as appropriate; arrange for therapeutic crisis intervention and emergency services as required.

5. Document clients' activities and progress; document client encounters, staffing, and contacts made on behalf of client; maintain and report applicable statistics regarding programs and client services.
6. Attend clinical and general staff meetings; participate in interdisciplinary team approach to care and treatment; maintain regular communication with the Director of Therapeutic Communities and other care providers; participate in the review of service delivery issues and program policies and procedures.

Other Functions— 10% of time

1. Attend community meetings and committees on behalf of and in support of Crossroads as assigned by the Director of Therapeutic Communities or the Executive Director.
2. Participate in agency-wide meetings, events, and initiatives.
3. Assume other responsibilities as assigned.

Crossroads for Women is an Equal Opportunity Employer. If interested, please email your resume, cover letter, and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW, Albuquerque, NM 87102.