Program Director, Make Progress Residential

Summary:
The Bowery Mission (TBM) exists to promote the flourishing of New Yorkers overcoming homelessness and marginalization by providing compassionate services and transformative community. The Make Progress residential program provides a caring and safe environment for clients to achieve goals for life and work, heal from past trauma, overcome barriers to independent living, and grow in their relationship to Christ and others.

As a key member of the Ministry Operations Leadership Team and leader of the Make Progress residential program team, the Make Progress Program Director is responsible for all aspects of residential programming: program quality, evaluation, and outcomes; leadership of staff; care for clients; and budget management. The Director will lead Clinical Services, Vocational/Housing Services and Community Life to provide holistic, faith-based residential services for men and women in recovery from homelessness, addiction, trauma, and crisis. In addition, the Director will effectively steward program budget. Train and supervise a team of Counselors/Advocates/Social Workers, Vocational Counselors, and Community Life staff, who work collaboratively to create a transformative spiritual community that is Christ-centered, hospitable, safe, person-focused and trauma-informed. Oversee all clinical processes including intake/assessment, Individual Action Plans (IAPs), and discharge planning to achieve census and outcome goals, and facilitate client progress to independent living. Coordinate care with Choose Help (CH) and Sustain & Grow (SG) programs and community referral partners. Develop external partnerships. Collaborate with TBM senior leadership to support organizational goals and an effective continuum of care.

Specific responsibilities include, but are not limited to:

• Lead Interdisciplinary Teams – Lead Clinical Services (Counselors, Advocates, Social Workers, Vocational Counselors, Clinical Interns) and Community Life departments to foster thriving community and cohesive care at each Make Progress campus.

• Program Management, Service Delivery, and Enhancement – Responsible for program and service delivery to residential clients to achieve and sustain organizational goals for graduation and success outcomes.

• Manage Budgets – Develop, implement, monitor and adjust budget(s) to maximize resources. Give input to annual budget planning and provide regular reports.

• Clinical Services Oversight – Oversee Make Progress clinical services. Ensure services are clinically and ethically sound and that Make Progress services address the spectrum of client physical and emotional, mental health, vocational, and housing needs.

• Community Life Oversight – Serve as a key leader responsible for Make Progress Community Life to establish safe, welcoming, and trauma-informed residential communities that foster positive and growing relationships with God and equip clients to “Make Progress”.

• Reporting and Recordkeeping – Along with CPO and the Program Effectiveness department, develop quarterly Board Reports to the Ministry Operations Committee.

Reports to: Chief Program Officer

Requirements:

• Embraces organization's Statement of Faith
• 7 years’ experience managing clinical teams
• 5 years management experience with a population served or in a similar setting.
• NY State Licensed Master Social Worker (LMSW), Licensed Mental Health Counselor (LMHC), or Licensed Clinical Social Worker (LCSW)
• Relational leader with proven team-building skills for both clinical and operational teams
• Compassionate and skilled clinician with experience in treatment and recovery processes for trauma and co-occurring disorders
• High integrity and strong decision-making skills

Preferred:
• Preferred certifications include: Mental Health First Aid, Credentialed Alcoholism and Substance Abuse Counselor (CASAC) Non-violent Crisis Intervention, and training in Motivational Interviewing and Trauma-informed Care

Salary range (commensurate with experience & education): $105,000 - $110,000 per year