**JOB DESCRIPTION**

**FCRM Manager of Programs (MP)**

**Revised: September 2017**

This position reports directly to the Director of Fort Collins Rescue Mission. The purpose of this position is to assist in the management, direction, and oversight of all Shelter-based programming.

The specific responsibilities include, but are not limited to, the following:

RESPONSIBILITIES:

1. Shelter Program (20% for now):
   1. Oversee both work dorm programs (male and female).
2. Program Oversight (60%):
   1. Ensure that the message of the Mission, “Jesus Saves”, John 3:16, remains the central theme of this initiative.
   2. Primarily to carry a caseload or supervise the case management meetings and pastoral help of Program Participants. This will include overseeing programmer’s case files and tracking/holding programmers accountable to program goals, the successful connection to outside resources and housing readiness.
   3. Uphold all DRM and FCRM policies and written agreements.
   4. Serve asonsite leadership for program bed management, crisis intervention, enforcement of house rules, recruitment and implementation of discipline.
   5. Work to ensure our programs are full, referrals are happening, and that programmers are aware of all of our program and facility procedures.
   6. Help oversee any additional program case workers, volunteers and/or interns.
   7. Assist in teaching Bible Study and in teaching/recruiting for Life Skills workshops and process groups as needed.
   8. Oversee the resolution of all Program Incident Reports (male and female).
   9. Assist in the staging of FCRM NLP Stagers waiting on the long-term rehabilitation programs. This may include engagement with them in programmatic and assessment activities.
   10. Help in the assessment of our programs, identifying outcome roadblocks, and assisting in the changing/development of steps that set our programmers up for success.
   11. Maintain confidentiality when dealing with programmers and their information.
   12. Work with the DRM Database Management Team to ensure we are tracking all relevant program related information in SCRIBE (e.g., evaluation points and reports, goals, case notes, progress, enrollments, etc.).
3. Operations and Administrative Duties (20%):
   1. Assist with the basic operational responsibility to ensure the Fort Collins Rescue Mission continues its good name in the community by providing the work hours needed to receive donations and serve the poor and needy with self, residents and volunteers.
   2. Come ready to participate in and help oversee the weekly program case management meetings.
   3. Assist in the Supervision of the women’s program staff to oversee performance issues, including the annual performance review process.
   4. Work regularly with other departments to handle coinciding needs, conflicts and communication concerns.
   5. Manage the shelter in the absence of the FCRM Director and/or Shelter Supervisor – standing in for various meetings, covering job responsibilities during extended absences, etc.
   6. Work with other DRM staff to ensure newsletter, HR, PR and developmental needs are met.
   7. Additional duties as assigned by the Director or DRM Senior Leadership Team.

## QUALIFICATIONS:

1. The Manager of Programs (MP) is an exempt position of the Denver Rescue Mission and must hold to the doctrine and Constitution/By-Laws of the Denver Rescue Mission. The MP must be willing to sign and abide by the Denver Rescue Mission Statement of Faith, doctrinal statement and ministry principles.
2. Previous experience in a related field is preferred
3. Proven counseling/case management ability: B.A. or comparable degree in Social Work or related field – or equivalent work experience.
4. Previous successful people and process management experience.
5. Compassionate, humble and friendly (a great attitude and a true team player).
6. Must be a Christian holding to the beliefs set forth in the doctrinal statement, expressed by a personal testimony and quality Christian conduct. Able to function as a positive spiritual leader at FCRM.
7. Excellent administrative, oversight and communication skills (e.g., emails, case notes, organization).
8. Must be a self-starter who is highly organized, able to oversee case management, able to prioritize and is highly flexible/adaptive.
9. Must possess a heart for ministry to low-income population.
10. Abilities to work/coach in a chaotic environment as well as lovingly but firmly hold men and women accountable to shelter and program rules.
11. Excellent self-care routine showing the ability to maintain personal and professional boundaries.
12. Willing and able to accept feedback.
13. Willingness to grow through participation in continuing education (e.g., addictions training, clinical pastoral education, DRM ministry development meetings).
14. Strong computer experience with proficiency in databases Word, Excel and Outlook as well as ability to learn DRM’s database software.
15. Ability to drive DRM-owned vehicles.
16. Be able to work Tuesday through Saturday: Hourly Schedule Tu-Fr: 1-9:30p and Sat: 7:00a-3:30p

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Print Name Signature

Date