

# Director of Survivor Services

## ROLE INFORMATION

**POSITION TYPE:**  Volunteer  Full Time, Exempt  Part Time

**TEAM:** Survivor Services

**SUPERVISOR:** Executive Director

**TIME COMMITMENT:** 35+ hours per week, depending on the needs of survivors

**IN-OFFICE/REMOTE:**  In-Office  Remote

## RESET180

Reset180 is a not-for-profit 501(c)(3) Christian organization in Northern Virginia whose mission is to **prevent** local human trafficking and commercial sexual exploitation, **disrupt** the related networks, and **restore** those who are impacted.

## GENERAL ROLE DESCRIPTION

The Director of Survivor Services for Reset180 is a multi-faceted role. The Director is responsible for: managing the Department of Survivor Services, serving as the case manager for local human trafficking survivors, consistently working towards the advancement of the Department, and playing a major role in the development of Reset180's future housing program.

## RESPONSIBILITIES

### **Director of Survivor Services:**

- The Director of Survivor Services is responsible for ensuring that the department is running smoothly, manages volunteers and interns within the department, and stays on budget.
- The Director provides up to date psychoeducation on the effects of trauma and trafficking to those within and outside of the organization as requested.
- The Director reports directly to the Executive Director and ensures that all tasks assigned to the Director are carried out with excellence and in a timely manner.
- The Director will locate and learn from available community, NGO and governmental agency resources by attending webinars, conferences and trainings to ensure the Survivor Services department is up to date on all pertinent anti-trafficking work.
- The Director may bring on additional volunteers to assist in fulfilling duties required by the Survivor Services Team.
- The Director will regularly perform department evaluations to assess policies and practices that need to be updated.
- The Director researches and comes up with innovative ways to streamline processes, improve policy structures, and to make client care increasingly holistic in nature.
- The Director works alongside the Executive Director to develop a future housing program structure for survivors. (Projected to break ground 2022 and open in 2023.)
  - The Director will research and develop academic, therapeutic, vocational and life skills programs to provide a holistic focused approach for the survivor housing program.

- The Director will collaborate with organizations providing mentorship for Reset180 throughout the years leading up to the opening of the housing program.
- The Director is responsible for writing policies, practices and procedures.
- The Director 6 to 8 months prior to the opening of the housing program will work to transition out of an out-patient Case Management program and into a housing program.
- The Director will work alongside the Executive Director to establish the employee and team structure of housing program positions, hire, onboard and train future employees.

### **Case Management:**

- Survivors who are referred to Reset180 may be in imminent danger and in need of crisis intervention and intensive safety planning assistance. As the acting Case Manager, the Director of Survivor Services is responsible for providing direct services to clients in the Resource Center:
  - Assessing client needs upon referral, connecting clients to appropriate services, and advocating to ensure the provision of comprehensive services meet the identified
  - Case Management services at Reset180 are provided in a trauma-informed and client-centered manner driven by the survivor's needs, their future goals and through respecting the client's choices.
  - The Director is responsible for assessing all client referrals to determine which referrals are an appropriate fit, considering the survivor's needs and the services that Reset180 offers.
  - The Director and Executive Director will determine the caseload size, considering the needs of each of the clients and the time investment required for each client to encourage their success in the program.
  - Each week, the Director is expected to meet with clients in person for Case Management meetings and assist the client in developing or updating an Individualized Service Plan and monthly budget.
  - The Director implements excellent note taking practices in every client interaction, and maintains the Case Management online database system.
  - The Director leads the weekly Care Team meeting by presenting and advocating for client needs to the team.
    - The Director shares any pertinent client information that will assist the Care Team in making decisions on client requests and gives input on the client's trajectory towards meeting their goals.
    - The Director communicates with clients on Care Team decisions.
    - The Director establishes discharge dates with clients and consistently works with clients to define and establish long term self-sufficiency.

### **QUALIFICATIONS AND REQUIREMENTS**

- A bachelor's degree in social work/counseling/human services related field or equivalent direct services work experience
- Two or more years' experience in providing services to human trafficking victims, sexual abuse victims, victims of domestic violence, those with mental health issues, or those struggling with/recovering from substance abuse
- Strong written and verbal communication skills
- Ability to complete tasks while navigating frequent interruptions
- Valid driver's license and reliable transportation

- Ability to work with highly traumatized individuals
- Willingness to work occasional weeknights and weekends
- Ability to walk up a flight of stairs and stand for long periods of time
- Must be willing to use own cell phone, computer, and transportation
- Must download and use the Reset180 communication app
- Submit information for an online background check
- Sign mandatory forms
- Adhere to Reset180 policies and procedures outlined in the Reset180 Employee Manual
- Subject to a 3-month probationary term contingent on training performance
- Provide two (2) professional references and one (1) personal reference
- Review and agree with our [Mission, Strategy](#), and [Statement of Faith](#)
- Watch Survivor Services training videos and go through on-boarding process with the current Director of Survivor Services
- Proficient in Google Suites, Slack, Salesforce or willingness to learn

#### Critical Qualities

- Mature orthodox Christian faith as defined by our Statement of Faith
- Ability to deliver creative resourceful solutions to unique challenges
- Exceptionally high level of honesty and integrity
- High standard of personal discipline
- Sustained positive attitude and joy in learning
- Ability to practice good self care and healthy boundaries
- Ability to prioritize competing priorities and make sound decisions
- Strong organizational and time management skills

#### Preferred

- Experience with providing services to human trafficking victims, sexual abuse victims, victims of domestic violence, those with mental health issues, and those struggling with/recovering from substance abuse
- Knowledgeable about sex and labor trafficking in the United States
- Management experience

#### Mission, Faith Statement, and Strategy

<https://reset180.com/mission-faith-statements>

<https://reset180.com/our-work>

### **TO APPLY**

**Email Resume, Cover Letter, References, & \*Statement of Faith in one document to [Kay@reset180.com](mailto:Kay@reset180.com).**

#### **\*What is a statement of faith?**

A statement of faith should describe your Christian faith and how you see it as relevant to your involvement with Reset180. The statement can either be incorporated into the cover letter or submitted as a separate document and should include, at a minimum, a description of your spiritual disciplines (prayer, study, etc.) and your current fellowship or place of worship.