

## Director of Survivor Services Roles and Responsibilities

### Description:

Reporting to the Executive Director (ED), the Director of Survivor Services (DSS) will be responsible for the overall program design and management to oversee the development, program implementation and day-to-day operations of Araminta's community-based survivor services and future residential services. The DSS will work as a leader and innovator in Araminta's continuum of care model to meet the service needs of survivors and at-risk youth served through Araminta.

### Key Responsibilities

1. Design, implement and supervise highly effective, trauma-informed and evidence-based survivor service programs to provide a continuum of care serving survivors of child sex trafficking and exploitation. Programs include but are not limited to:
  - Mentoring
  - Intensive case-management
  - Open Table
  - Community-based services and groups through Araminta's drop-in center
  - Future residential programs
2. Supervise and manage Araminta's survivor services staff
3. Collaborate with Araminta's church and community engagement staff to utilize Araminta's volunteer engagement programs to serve needs of survivors
  - Manage volunteers assigned to survivor services
4. Collaborate with evaluation and research specialists to design and implement ongoing program evaluation and best practices
  - Assisting in the development of effective assessment tools that identify best-practices, strengthen case management, measure individuals served and stakeholder satisfaction, follow-up and referral protocols, and identify service gaps
  - Stay updated on entering program data into multiple data systems (Excel, Client Management software, NFG)
5. Monitor adherence to policy, regulations, clinical best practices and ethical standards
6. Provide child sex trafficking (CST) case consultation to outside partners and schools
7. Develop and maintain strong collaborations with outside partners, including law enforcement, government agencies, and other service providers.
8. Attendance at monthly Maryland Human Trafficking Task Force meetings and additional child coalition meetings
9. Collaborate with the Executive Director to research, develop and implement future residential programs
10. Develop content for clinically informed education and trainings
  - Maintain clinical content for use in Araminta presentations and trainings, and collaborate with Training and Education Coordinator around professional trainings
11. Report on program metrics, progress and needs to the Executive Director
12. Monitor the survivor services budget
13. Collaborate and consult with the Chief Operating Officer on financial management, grant requirements, and HR compliance

14. Other survivor service duties as assigned

15. Specific job requirement's will require occasional evening and weekend hours

### **Qualifications**

- Advanced degree required, ideally an MSW, or equivalent clinical degree or other social justice management degree
- 10+ years of experience in program management and administration, ideally having worked in a senior management role for a socially responsible organization
- Experience in social service and/or child welfare (public or private) agencies required, with specialization in child welfare, trauma, and/or juvenile services
- Strong knowledge of victim advocacy and services
- A demonstrated understanding of the needs of trafficking survivors
- Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; problem solving; project management; and creative resourcefulness
- Experience in program administration of grants
- Ability to manage timelines, meet deadlines, coordinate multiple projects simultaneously, and prioritize tasks
- Ability to manage and monitor budgets and ensure compliance with all requirements for specific survivor services programming
- Strategic vision and agility with an ability to think strategically, anticipate future programmatic needs, and incorporate them into a service plan
- Strong written and verbal communication
- Strong staff team facilitation skills
- Proven track record of strong leadership
- Ability to work effectively in collaboration with diverse groups of people and personalities and facilitate multi-disciplinary teams
- High level of integrity, character, and passion for underserved people groups and the Araminta mission