

Program Administrator



Rethreaded is seeking a highly motivational, intentional, and organized Program Administrator for the Survivor Advocate Program. The Program Administrator will provide oversight to the Survivor Advocate Program and consistent, ongoing support to staff. Further, the Program Administrator will be responsible for engaging in daily coaching, coordinating programming, program measurement and have the ability to provide direct service to staff as needed. The individual will work closely with the clinician and other support staff.

At Rethreaded, there are various needs for each survivor employee, therefore, the Program Administrator needs to be an excellent listener and able to connect with individuals easily and both build and maintain relationships. This position requires high levels of empathy, genuineness, and the ability to bring harmony and peace into chaotic situations. This position will provide the chance to truly see lives changed by empowering and developing survivor employees and walking alongside them through various day to day challenges.

Rethreaded is a 501(c)3 non-profit organization and social enterprise based in Jacksonville, FL dedicated to breaking the cycle of the sex trade with business by offering viable and life-giving work to survivors of human trafficking on a global and local level. Rethreaded designs, manufactures and sells its own brand of high-quality upcycled consumer products as well as resales like-minded company's products. Rethreaded currently directly employs 11 Survivors locally and is supporting over 4000 Survivors worldwide through our sales efforts.

ABOUT YOU

- You have a Bachelor's Degree or at least three years experience working in the Social Services or mental health field.
- You are fully versed in trauma-informed practices and have the ability to train others in trauma-informed care.
- You are able to work in an open, active manufacturing warehouse. You DON'T need privacy, quiet and a distraction-free workspace to flourish.
- You have a passion for seeing women empowered, and the tools to provide support to Survivors.
- You have exceptional character, integrity, honesty and are actively living out the values of Rethreaded.
- You are organized and are good at planning and execution.
- You have solid computer skills, you are very comfortable with spreadsheets and data entry.
- You are comfortable presenting in front of groups of all sizes.
- You have exceptional self-care skills and are a model to other employees.
- You have discernment, situational awareness, and wisdom to manage any situation.
- You understand the need to be flexible and sensitive to the needs of the individuals with whom you work.

- You transition seamlessly from independent work to one-on-one interaction to team-based interaction.
- You have the ability to be fully present in the moment and transition easily to changing situations.
- You have extensive knowledge of community resources and are committed to staying abreast of local, regional and national changes in resource availability.
- You have an understanding of crisis management.
- You understand the importance of maintaining boundaries, confidentiality and professionalism at all times.
- You respect the beliefs of all individuals and are open to discussing difficult topics.
- You are a highly motivated individual with the willingness to work outside defined job responsibilities, if needed.
- You have basic emergency response skills and solid conflict resolution skills.
- You have superior stress management skills.
- You have excellent time management skills and can carefully document and account for time spent.
- You listen carefully and empathetically to understand the spoken and unspoken message. You communicate clearly to ensure thorough understanding.
- You are comfortable speaking up and firmly advocating when necessary, even to positions of power, on behalf of a Survivor.

RESPONSIBILITIES INCLUDE

- Work with Therapist and Director of Human Resources to create annual program plans based on the development needs of staff.
- Oversee the logistics and daily operations of all on-site programming including but not limited to weekly mental health groups.
- Maintain resource list of community partners and develop ongoing relationships with each partner.
- Conduct basic research, work with databases and do data entry.
- Ensure all survivor employees have, and are actively engaged with the support systems that are needed (sponsors, mentors, groups, meetings, etc.)
- Meet with Therapist weekly to staff difficult cases.
- Complete documentation as required by funding entities, courts, and referral sources.
- Protect the integrity of Rethreaded by maintaining professionalism and character at all times.
- Serve as liaison for new survivor employees through their orientation period.
- Attend monthly Mental Health Advisory Committee meetings.
- Assist with direct service provision as needed, including but not limited to:
 - Completing needs assessments to ensure survivors receive a comprehensive, trauma-informed, culturally competent care management plan that meets the individual needs of the survivor.

- Work in partnership with Therapist and other staff to provide direct services based on the needs identified in the survivor employee's individual needs assessment.
- Assist survivor employees in accomplishing goals according to care management plan.
- Assist with referrals and coordinate with other community agencies as needed to meet the needs of the survivor employees.
- Provide wise counsel to survivors in crisis to reduce/ eliminate poor decisions resulting from impulsivity.
- Accompany survivor employees to court hearings, transitional living meetings, medical appointments, and other meetings as needed.

ADDITIONAL INFORMATION

- Full time, hourly
- Partial benefits
- Reports to Director of Finance & Human Resources and works closely with Therapist and all staff
- Preference will be given to applicants that identify as a survivor of human trafficking

PHYSICAL REQUIREMENTS

- Able to read, hand-write and type in English
- Able to hear and understand, and clearly speak English in person and/or over the phone
- Able to sit or stand for up to 6 hours at a time
- Able to safely drive night and day, and in any weather condition, and has a driver's license in good standing.
- Must be legally able to access jail, court, schools, etc.

Please send resume and cover letter jobs@rethreaded.com.

Rethreaded is a drug-free workplace. Pre-hire and random drug screens upon employment will be required. Refusal to submit to a drug screen will result in termination or retraction of any employment offer. Employees or applicants may contest a positive drug screen result to the medical review officer within 5 days of the notification of the positive drug screen result.