



Program Manager Job Description

Patty's Hope provides practical help, hope, and healing for biological mothers of children in foster care. We partner with local organizations and the Christian community to implement a holistic, individualized program with a focus on four areas: housing advocacy, trauma care, life skills, and healthy community. Patty's Hope aims to honor Jesus by seeing mothers transformed mentally, physically, and spiritually, leading to lifelong, and eternal, health and stability.

Patty's Hope is seeking a proven leader who is passionate about foster care, biological families, and Jesus to serve as a full-time program manager.

Job Description

The program manager leads the day-to-day operations of the Patty's Hope program by supervising the program staff, including the mothers' advocates, the connection coordinator, and the visitation supervisors.

The program manager will be the first point of contact for mothers or workers reaching out to the organization for more information about what we do and the services we provide. She will screen moms who contact Patty's Hope to determine what level of involvement within our program (partial or full) will serve her best. She will respond to referrals from social workers and others in the community.

The program manager will provide supervision to the mothers' advocates by meeting with them regularly to discuss their cases and facilitating staff meetings. She will support the mothers' advocates as they serve the mothers assigned to them. The program manager will supervise/assist the mothers' advocates regarding their administrative responsibilities, including proper onboarding documentation, case notes, any necessary reports or letters for upcoming court hearings, etc. She is responsible for having a knowledge of Patty's Hope's services, other community resources, and the court system as it pertains to foster care.

The program manager will also pray with and encourage the mothers' advocates as they live out their faith in Christ; especially with how they interact with the mothers, foster parents, social workers, attorneys, partner organizations, etc. The program manager will continually steer the program towards being Christ-centered in practice and methodology. This includes being aware of worldly views that can sometimes creep into Christian mercy ministries and trying to steer away from them. Ultimately, our goal is that the mothers would come to know Jesus as their Lord and Savior during their lifetime. It is our prayer that if accepting Christ is not something we witness while she is with Patty's Hope, that seeds are planted during her time with us.

The program manager will also be responsible for overseeing our visitation services through contracts with Departments of Social Services (DSS) localities. This includes the logistics of scheduling visits, ensuring reports are filed, that policies and procedures are followed, and visitation supplies are accessible. The oversight of our visitation supervisors will also include debriefing with them after a visit when deemed necessary.

The program manager will be responsible for nurturing (and sometimes establishing) Patty's Hope's relationship with DSS, attorneys, guardian ad litem (GAL's), and others involved in foster care cases. She will educate and inform the community about Patty's Hope to elicit referrals of mothers that may benefit from Patty's Hope's services. The program manager will serve as an advocate by speaking up about the unique needs of the biological mother whose children are in care.

With the participation and collaboration of the staff, the program manager will oversee the planning and implementation of the monthly mothers' care group.

It is important to Patty's Hope that the program manager spend time in prayer. We would ask that she pray for the mothers, their children, our staff, board and volunteers, the social workers, and the entire social service ecosystem. It is Patty's Hope's prayer that through its impact in the world, God will use Patty's Hope to draw people to Himself and impact them not only for this life, but for eternity. It is our hope that the program manager will join us in this prayer.

"No one can come to me unless the Father who sent me draws them. And I will raise them up on the last day." John 6:44

Requirements

- Commitment to Christ as expressed in the Statement of Faith. (found on our website at <https://www.pattyshope.org/statement-of-faith>)
- Regular church participation (church must also align with the Statement of Faith)
- Bachelor's degree preferred
- Excellent verbal and communication skills
- Comfortable with Microsoft Office platforms
- Experience and knowledge of the foster care system
- Experience leading a program with a team
- Experience working with women with trauma histories and/or substance abuse disorders

Job Type

Full-time position

Schedule

On average, 40 hours per week. Nearly all work is performed Monday through Friday from 9 AM to 5 PM. One or two evenings per month is needed to assist with our monthly care group and/or therapeutic activity. There may be a very rare need for weekend work if there were some kind of retreat or special activity.

Compensation

\$29 hourly (approximately \$60,000 annually)

Benefits

Partial benefits are being offered, including 2 weeks' prorated paid leave and sick pay.

References and Background Checks

We request contact information (email or phone) for two references:

1. From a senior leader, elder or pastor from your church. Preferably someone who knows you well and has seen you perform in a serving capacity.
2. From someone who is familiar with your character, heart and work ethic.

If you are offered this position, we will request permission to perform a background check.

Thank you so much for considering this position with Patty's Hope. If interested, please contact Peter at 804-882-4789 or peter@pattyshope.org for further details.