Job Title: Operations and Women’s Services Director  
Job Category: A Way Out Staff  
Location: Memphis/Rural Location  
Travel Required: Yes  
Level/Salary Range: $70,000 if licensed  
Position Type: Full Time  
Direct Supervisor: Executive Director  
Offer Date:  
Start Date: November, 2022

Overview:
A Way Out Ministries (AWO) has a two-year Christ-centered trauma-informed residential program for women who have been trapped in sex trafficking. The ministry currently owns one safe home, called Agape House, with the capacity to serve six (6) sex trafficking survivors in our two-year residential program. A rural campus is being built that will increase our capacity to serve 10 additional women and includes a 10-year plan to expand on over 75 acres to serve sexually exploited women with children and sex trafficked minors. In addition to our residential programming, AWO also conducts outreach two times each month to venues known for sexual exploitation (e.g., strip clubs, hotels, massage parlors, streets, casinos, etc.). AWO is developing social enterprise businesses that will serve as trauma-informed work experiences for the women in our residential program and the Director will be instrumental in developing and implementing these future growth plans. The Operations and Women’s Services Director provides leadership, vision, supervision, and guidance to all phases of the trauma-informed Christ-centered residential program, our aftercare programming for graduates, all of our outreach and placement efforts, and future social enterprise developments.

ROLE AND RESPONSIBILITIES

- Lead and supervise daily ministry operations and all employees in the two-year residential program for sex trafficking survivors (including aftercare programming), as well as ministry outreach efforts to venues known for sex trafficking.
- Provide direction, supervision, and spiritual development of ministry staff, including locating and providing professional development opportunities for staff and volunteers.
- Lead weekly case staffings with staff and prepare and submit minutes to Executive Director and staff.
- Identify needs of women in residential program and develop and execute creative trauma-informed clinical strategies to meet said needs.
- Conduct quality assurance and approve all monthly case records, treatment plans, goals, behavior contracts, clinical service plans, and make necessary recommendations.
- Provide assistance with Christ-centered and trauma-informed crisis intervention and de-escalation with clients in residential program and aftercare program as needed and provide approval or direction in emergency situations.
- Participate in on-call rotation with other staff for night and weekend shifts if crises arise.
- Teach and facilitate a biblically based class to women in the residential care and aftercare programs.
- Approve all teachers, classes, and final curriculum taught and ensure all classes are biblically and clinically sound and teachers align with our Statement of Faith.
- Interview and hire qualified employees to ensure appropriate staffing patterns for women’s residential program.
- Provide quality assurance of data and outcomes in NGO’s CRM (Apricot Social Solutions) and prepare accurate monthly statistical reports for Executive Director and staff.
Alongside the Executive Director, network, develop, and maintain relationships with churches, women’s ministries, corporations, businesses, and other organizations to raise awareness of the ministry and secure ministry needs.

When needed, represent AWO at community events, including facilitating presentations.

Oversee and approve all expenditures to ensure programming remains within budget

Supervise any needed repairs/maintenance needed for Agape House and future expansion facilities.

Assist Executive Director when needed in identifying, applying, and monitoring any grants written by AWO and monitor and prepare reports/data that are required for grant/foundation reporting.

Work with Executive Director in negotiating and maintaining all MOUs, contracts, and insurance that relates to the residential and aftercare programs.

Assist Executive Director in the execution of AWO growth plan.

Develop draft budget for outreach and the residential program for Executive Director.

Notify Executive Director of major updates and any potential liabilities.

Prepare monthly ministry reports/testimonies for Executive Director to send to churches/partners.

Assist Executive Director in the advancement of the mission of AWO through recruitment of new donors and volunteers.

Develop and assist in the facilitation of training curriculums for new volunteers in human trafficking, boundaries, best practices in mentoring, and trauma informed care.

Develop and conduct quality assurance protocols with AWO staff to measure fidelity to the AWO program model.

Oversee successful implementation of social enterprise businesses that will serve as trauma-informed work opportunities for sex trafficking survivors receiving services in our residential program.

Assist Executive Director in drafting and overseeing ministry policies, procedures, and protocols.

Perform other responsibilities as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Christian woman with a minimum of 10 years administrative experience working in ministry and supervising staff.
- Master’s Degree in social service field preferred but not required. Preference will also be given to licensed Christian professional, but not required. In lieu of a master’s degree/professional license, must have a minimum of 5 years working with trauma victims and be trained in trauma-informed care.
- Excellent knowledge of clinical standards and regulations, including conflict resolution and crisis intervention skills.
- Analytical, strategic, and critical thinking skills with excellent time management, organizational, and leadership skills.
- Nurturing and sensitivity to women who have experienced extensive trauma and commitment to maintaining program participants’ dignity.
- Experience in supervising Christ-centered trauma-informed residential care, including program and fiscal management.
- Sensitivity to cultural and socioeconomic characteristics of women AWO serves.
- A conviction about the capacity of God to grow and heal people.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Computer experience with ability to perform word processing (Microsoft Excel, word, etc.), data entry and analyses, and preparing quality reports.
- Case management and quality assurance experience, including defining, measuring, monitoring, and reporting outcomes and benchmarks.
- Will be required to work flexible hours that include evenings and weekend when needed.
- Valid driver’s license with good driving record and comfortability with driving 15 passenger van.
- Own personal vehicle.

Additional Notes: