



POSITION: Program Director, ES		DATE: June 1, 2026
REPORTS TO: Chief Executive Officer (CEO)		
SUPERVISORY: Yes	FLSA STATUS: Exempt	OTHER:

POSITION SUMMARY: Development, management and coordination of EdenSpring programs. This includes the supervision, development, and management of staff who deliver direct services to adult residents, as well as active participation in community education efforts. Key direct reports include Home Coordinators and the Intake Coordinator/Case Manager. The Program Manager is expected to intentionally model EdenSpring values—Love First, Offer Grace, Value Excellence, Exercise Integrity, and Walk Together—in every interaction with residents, staff, partners, and the community.

ESSENTIAL FUNCTIONS

Program Oversight & Clinical Excellence

- **Design and implement trauma- and survivor-informed structured, therapeutic programming.**
 - Develop comprehensive program components that are research based, codified and supported by robust staff and participant manuals.
 - Build balanced, predictable daily and weekly program schedules that support resident stability and healing.
 - Develop evidence-based program content and select impactful, trauma-informed program modules.
- **Cultivate strategic care networks.**
 - Build strong, collaborative relationships with trusted program providers and vital community partners.
- **Deliver high-quality, trauma- and survivor-informed residential services.**
 - Provide holistic oversight, supervision, and quality assurance for all adult female resident services.
 - Collaborate with staff, residents, and external providers to create, review, and refine individual treatment plans.
 - Review case notes and written correspondence to ensure documentation meets legal, ethical, and organizational standards.
 - Maintain exact record-keeping and database data entry to ensure compliance with county, state, and federal regulations.
- **Lead program evaluation and alignment.**
 - Partner with the CEO to set strategic program goals and execute rigorous program evaluations.
 - Stay informed of emerging trends, research, and training opportunities regarding human trafficking.
 - Infuse continuous learning, curiosity, and evidence-based survivor practices into daily operations.



- **Keep the CEO and Board of Directors informed of programmatic successes, personnel developments, and participant progress.**

Staff Leadership & Values Modeling

- **Supervise and develop direct service staff.**
 - Model EdenSpring values in all interactions to cultivate a culture of grace, truth, and mutual respect.
 - Facilitate regular one-on-one meetings to support staff well-being, professional growth, and accountability.
 - Lead monthly multi-disciplinary care team meetings to assess resident progress and optimize care collaboration.
 - Coordinate with the CEO to recruit, select, evaluate, and retain high-performing, mission-aligned employees.
 - Document disciplinary actions in partnership with the CEO and HR, balancing accountability with grace.
- **Manage workforce utilization and scheduling.**
 - Ensure proper shift coverage and staffing levels to maintain a safe, stable environment.
 - Provide direct service coverage seamlessly during staffing shortages or emergency situations.
 - Oversee the intentional selection, supervision, and integration of volunteers and interns.

Community Engagement & Collaboration

- **Build collaborative community partnerships.**
 - Develop and maintain deeply collaborative relationships with local service providers and stakeholders.
 - Coordinate regional participation in human trafficking prevention, education, and awareness events.
- **Perform other duties as requested by the CEO to advance the EdenSpring mission.**

KNOWLEDGE, SKILLS AND ABILITIES:

- **Ability to apply trauma-informed, survivor-informed, and lived experience care principles**
 - Demonstrated ability to de-escalate crisis situations with emotional intelligence, grace, and composure.
 - Deep understanding of the complex psychological and social needs of human trafficking survivors.
 - Commitment to honoring survivor perspectives and autonomy in program delivery.
- **Ability to model integrity, excellence, and ethical leadership.**
 - Demonstrated commitment to honesty, accountability, and the responsible handling of sensitive information.
 - Proven critical thinking and sound judgment when navigating complex ethical or operational choices.



- Consistent dedication to operational excellence and continuous programmatic improvement.
- **Ability to collaborate, communicate, and build healthy relationships.**
 - Excellent verbal, written, and active listening skills across diverse audiences.
 - Proven ability to maintain healthy, clear professional boundaries with residents, staff, donors, and partners.
 - Strong capacity to work respectfully, non-judgmentally, and with high cultural intelligence.
- **Ability to foster a culture of curiosity and continuous learning.**
 - Openness to constructive feedback, organizational change, and innovative service delivery methods.
 - Strong self-motivation to independently seek out new knowledge and best practices in advocacy.
 - Capacity to facilitate collaborative problem-solving within a cross-functional team format.
- **Ability to manage time, priorities, and logistics efficiently.**
 - Strong organizational skills to multi-task, prioritize workloads, and adapt quickly to shifting needs.
 - Flexibility to adjust working hours for emergency situations, shift coverage, and organizational priorities.
 - Capability to maintain eligibility for EdenSpring vehicle insurance, including a valid, unencumbered driver's license.

EDUCATION AND EXPERIENCE

1. Bachelor's Degree in the field of social work, psychology, counseling or a related Human Services field or equivalent combination of education, training, and experience is required. Master's degree preferred.
2. Must possess a current social worker or counseling license and be willing to pursue a license in the state of West Virginia.
3. Applicants should also have specialized experience and/or training in trauma informed services.

Interested applicants are invited to submit their resume and cover letter to jobs@edenspring.life