



ROLE DESCRIPTION

Role: Vice President, Transformation Recovery Services

DEPARTMENT: Transformation Recovery Engagement Area

REPORTS TO: President of City Gospel Mission

CLASSIFICATION/ STATUS: Full-Time Exempt

DIRECT REPORTS: Women's and Men's Program Director(s) Life Coaches, Discipleship Coordinators, and the Transformation Administrative Coordinator. Dotted-line reports: Volunteer Engagement Manager, (Managed by Church & Volunteer Partnerships) and Site Cook who supports Recovery Services (Managed by Homeless Services Kitchen Manager.)

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:

The Vice President of the Transformation Recovery Services has oversight for programming, operations and staff development and training. The broad outcome of this work is to enable program participants to overcome the cycle of addictive or debilitating behaviors, and to help equip participants thrive once they graduate from our residential program. This work will be done in a way that enables program participants to progressively move toward positive physical, social, mental and spiritual transformation as defined by the City Gospel Mission's "WINS" measures and recognized industry metrics. This work also includes the development of strategy and management of budgets. The leader is a face of the ministry and key to raising funds and connecting with the community.

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of Executive Leadership in a way that is consistent with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for Ourselves and Participants in our Programs.
2. Manage the HTCTC participant transformation process. The current model/process is covered in the *Transformation Playbook* and *Principles and Practices Binder*. The VP can update or modify the transformation process if/as needed.
3. Regularly evaluate/update the vision and strategies for how CGM will work with and support "people in need of transformation recovery."
4. Establish and monitor the organization's performance against the Recovery Engagement Area's goals and other critical measures.
5. Provide regular one-on-one coaching to direct reports; helping each to develop skills, perform well and meet/exceed internal customer needs. Gain/Maintain an understanding of workloads, performance vs. objectives, skill and equipment needs. Regularly reward and recognize the staff.
6. Understand and develop opportunities to increase utilization of the facilities and services we are able to provide.

7. Work with the CGM Facilities Manager to ensure that facilities are secure and properly maintained with help from participants and staff.
8. Work with industry resources to develop protocols and standards as needed. As appropriate, work in collaboration with the founder of HTCTC.
9. Work with VP of Church Volunteers and Partners to ensure the appropriate and effective utilization of volunteers. These vital volunteer relationships provide in many cases the hand, feet, and resources to execute CGM programming and processes.
10. Help to create and manage the Recovery Engagement Area budget. Ensure that the work done is fiscally wise, reported accurately and in line with CGM processes and the appropriate national and local laws and regulations. Report meaningful differences of actuals to forecast.
11. Work with the Human Resources Team to recruit, hire, train, develop, evaluate and manage City Gospel Mission staff. Be a “positive culture” nurturer.
12. Work with the Development Team to help create an effective fundraising plan that meets and goals for giving, marketing, communications and event execution. Be an active part of the annual Step Forward activities.
13. Establish partnerships with entities in Greater Cincinnati, who care about this work. Effectively share/present the work and needs of the ministry to community groups, churches, civic authorities and social service agencies, especially potential sources of referrals or volunteers.
14. Ensure that staff and volunteers are well positioned to do the work of equipping and empowering participants and their support systems to reach City Gospel Mission “WINS”.
15. Manage and ensure confidential record keeping and documentation of essential information.
16. Work collaboratively as part of the CGM Leadership Team to achieve organizational goals.
17. Complete all reports, assignments and miscellaneous tasks as requested by the President and/or Board of City Gospel Mission.
18. Pray regularly for program participants, staff, City Gospel Mission, Hope House and greater Cincinnati as a whole.

As with all CGM staff members, the person in this role will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and regular Bible study and church attendance.
4. Agree with and sign City Gospel Mission Statement of Faith.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.
6. Possess the ability to build effective relationships with people in the recovery process and the industry of drug addiction/recovery/trauma informed care.

PHYSICAL REQUIREMENTS:

1. The person in this position frequently communicates with staff. She/he must be able to exchange clear and accurate written and verbal information in these situations.
2. Is able to move, function, drive and travel to CGM facilities locations as needed.
3. Role requires ascending/descending stairs, lifting or moving up to 25 pounds of office equipment or furnishings in an office and residential setting.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's Degree in a relevant field of study and seven years of progressive responsibility in administrative and operational management.
2. The preferred candidate has a graduate level degree in a field related to addition/substance use and state licensure.
3. Has proven success leading a large organization.
4. Has broad understanding of major trends in recovery, homeless services, trauma-informed ministry
5. Significant experience with managing direct reports and teams.
6. Ability to evaluate and improve systems, processes, data, personnel and make successful adjustments when goals are not being met.
7. Effective with Outlook, Word, Excel, PowerPoint, Google Docs, Videoconferencing, etc.
8. The person in this role must have the ability to exercise a high degree of independent decision making and discretion.
9. Can influence and inspire others. Can be flexible, and has excellent follow through and attention to detail.
10. Can navigate crisis and conflict well.
11. Excellent interpersonal and communication skills.
12. Has strong administrative skills as well as problem solving and project management.
13. Must pass a background, motor vehicle checks and drug screen.

Date Revised: 4/10/24

Kelly Wilson, HR&TD