



ROLE DESCRIPTION

Role: Program Director, Transformation Recovery Services (Men's Residential Program)

DEPARTMENT (Cause Area): Transformation Recovery Services

REPORTS TO: Vice President, Cincinnati 24-Hour Adult Programs & Services

CLASSIFICATION/ STATUS: Full-Time Exempt 45+ Hours/Week. Hours may vary depending on the needs of the operation.

DIRECT REPORTS: Life Coach(es) and Discipleship Coordinators. The person in this role will also work with the CVP, Volunteer Engagement Manager to supervise volunteers and mentors who serve within the Men's Recovery Program.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES: The Program Director serves the program participants to help them as a whole move along the path of recovery. He will lead the Men's Recovery Services Team of employees and volunteers. The team's work, in summary, is to enable program participants to overcome the cycle of addiction or debilitating behaviors and to help equip participants to thrive once they graduate from our residential program. This person will also serve as a mentor and role model. He will help ensure that our programming is effective and able to help participants progress along the CGM WINS continuum. WINS is the metric for measuring transformation of the head, heart, body, and soul.

MAJOR POSITION RESPONSIBILITIES:

1. Do the work at hand in a manner that is aligned 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. **Responsible to perform and lead** these duties and processes (This work is owned and completed by the employee in this role):
 - Manage the Recovery Program participant transformation process using the Life Coach Model, the Seven Core Values of Change, and CGM's Principles and Practices as foundational guides.
 - Utilize the Transformation Playbook to apply consistent, biblically rooted recovery pathways.
 - Meet weekly with the VP of Cincinnati 24-Hour Adult Programs & Services for one-on-one coaching and alignment.
 - Carry out supervisory responsibilities in accordance with organizational policies and applicable laws.
 - Lead and cultivate a trauma-informed, emotionally healthy, and spiritually grounded recovery community—comprised of participants, employees, volunteers, and partners—that supports holistic transformation.

- Provide day-to-day coaching for Life Coaches, Discipleship Coordinators, Mentors, and Volunteers, equipping them to model the Life Coach philosophy and disciple-making practices.
 - Conduct weekly one-on-one check-ins with direct reports and annual performance evaluations.
 - Engage daily with program participants and maintain a visible presence in the home to ensure care, accountability, and encouragement.
 - Coordinate care with designated providers of substance use disorder (SUD), mental health, and clinical services to ensure alignment with best practices.
 - Ensure all team members are fully trained and equipped to fulfill their roles, in collaboration with the VP and HR.
 - Promote continuous improvement by reviewing program models, identifying gaps, and submitting recommendations to the VP, the Women's Program Director, and HR.
 - Work with the CGM Facilities Manager to ensure all facilities are safe, clean, and well-maintained with the participation of staff, volunteers, and participants.
 - Teach and model personal and community responsibility as a disciple-maker and mentor.
 - Serve as a spokesperson and representative for the program to churches, community groups, civic leaders, and potential referral or volunteer sources.
 - Assist the Vice President in developing and managing the program budget with stewardship and accuracy.
 - Serve shifts or provide coverage as needed to support 24-hour operations.
3. **Accountable to deliver** the outcomes, results, and measures (overseen by the employee, though others may contribute to the work):
- Ensure staff and participants utilize the Life Coach Model, Seven Core Values of Change, and CGM's Recovery Principles and Practices with integrity and consistency.
 - Lead the development of an emotionally healthy and spiritually rich environment conducive to discipleship and transformation.
 - Track and report data aligned with the WINS Model, including retention, relapse prevention, employment status, spiritual growth, and program graduation.
 - Maintain accurate documentation, participant records, and key metrics; make data-informed adjustments as needed. (e.g., VESTA)
 - Oversee the responsible use of resources, equipment, facilities, and finances.
 - Address and document the performance concerns of employees and/or volunteers when deviations from policy or procedures arise.
4. **Works closely with** the following internally and externally
- Women's Program Director
 - Executive Director of Cincinnati Homeless Services
 - Suppliers of Mental Health or SUD Clinical Services (e.g., MPW)
 - Volunteer Services Ministry for coordination and care of volunteers
 - Community partner organizations, churches, and referral sources.
5. **Pray** regularly for all persons involved with CGM & Hope House ministries.

As with all CGM staff, 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 Bible study.
4. Agree with and sign the Statement of Faith of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

PHYSICAL REQUIREMENTS:

1. The person in this role will make rounds daily throughout the residential areas.
2. The person in this role will ascend/descend stairs, lift or move up to 25 pounds of office equipment or furnishings in a residential setting. She/he will engage in light exercise along with program participants.
3. The person in this position frequently communicates with program participants and staff who have inquiries about daily tasks or changing conditions. She/he can provide written and verbally accurate information in these situations.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Desired: a bachelor's degree in a related field (examples, Behavioral Science, Social Services, Psychology, etc.) and at least four years of experience working in a Recovery setting as a manager. The preferred candidate has licensure in in a related field and at least two years of leadership experience working in a Recovery setting.
2. CGM Recovery leaders will possess the needed ability to oversee a successful program that uses recognized industry practices.
3. Familiarity and proficiency with Microsoft 365 software (particularly Word and Excel.)
4. Passion for seeing individuals overcome life controlling issues through transforming discipleship.
5. Has proven ability to effectively lead a team and deliver results.
6. Is a role model of a transformed and transformational life.
7. Mental, emotional, spiritual, and physical stamina for transformational work.
8. Has multi-year experience working with addiction treatment realities and protocols.
9. Unequivocal standards of confidentiality.
10. Has a track record of building productive relationships with internal and external stakeholders and partners.
11. Agrees to sign and align with City Gospel Mission's statement of faith.
12. Must pass both background and motor vehicle check and drug screening.

Updated 4/9/25 CHR & TD & VP Recovery Services