



**Job Title:** The Willows Program Supervisor

**Department:** Minor Programming

**Work Location:** RAHAB Office/Community/Remote

**Reports to:** Director of Minor Programming

**Status:** Full Time

**Classification:** Exempt

**Reaching Above Hopelessness and Brokenness, Inc.**

RAHAB Ministries provide Christ-centered transformational services to those directly affected by sex trafficking.

**Program Description:** The Willows provides long- term relational support through comprehensive case management, mentoring, and crisis intervention to minor survivors of sex trafficking and those at risk. This trauma-informed program will offer youth safety and consistency while navigating complex social service systems. In addition, RAHAB offers support to providers and caregivers, so they are equipped to meet the needs of children in their care.

**What You Will Do/Need (Job Summary):**

Provide supervision and oversight of community-based case managers and program specialists serving minor survivors of sex trafficking and their caregivers.

**Responsibilities (Essential Duties and Responsibilities):**

- Supervise Community-Based Case Managers providing direct care to youth and caregivers
- Collaborate with Training Coordinator to implement support groups for caregivers
- Strengthen relationships with service providers to provide holistic and relational care for youth engaged in programming
- Communicate with RAHAB staff, referral sources, and social service systems regarding program goals and objectives
- Participate and lead multidisciplinary team meetings
- Provide guidance and accountability to case managers as they complete accurate and timely documentation
- Equip case managers to provide high quality services by participating in goal setting, utilizing trauma-informed language, and implementing MI and TBRI with youth and caregivers
- Manage and participate in hotline for youth and caregiver additional support
- Maintain strict confidentiality regarding all client information
- Assist with speaking engagements that focus on human trafficking, trauma-informed care, and the impact of complex trauma on youth
- Complete administrative duties as assigned including data collection and submission to supervisor



- Attend staff meetings and required training as requested by supervisor
- Other duties as assigned

**Minimum Qualifications (Knowledge, Skills, and Abilities Required):**

- Previous experience working with minor survivors of sex trafficking
- Previous experience collaborating with children services, social service providers, courts, and law enforcement
- Strong communication skills, both written and verbal
- Aptitude in problem-solving and critical thinking
- Ability to multitask and adapt to change
- Submit and pass a federal background check
- Celebrate diversity and engage individuals from diverse backgrounds
- Bachelor's Degree in Social Work (LSW preferred)
- Must have a valid Ohio Driver's License

**What Will Make You Special (Preferred Knowledge, Skills, and Abilities):**

- Experience supervising direct service providers
- Knowledge of proper documentation for client case files
- Expertise in navigating social service systems

**Characteristics of the Position (Competencies):**

- Servant Leadership
- Assertive in decision-making
- Conflict-resolution and problem-solving skills
- Exercises and models healthy boundaries with/for clients

**Physical Demands and Work Environment:**

- Light physical demands
- Transporting youth to appointments

**Position Type and Expected Hours of Work:**

- Business hours with the ability to flex hours as needed
- Ability to take on-call shifts to provide additional support to youth and caregivers

**Travel:**

- Local travel throughout NE Ohio

**Note:** This job description in no way states or implies that these are the only duties to be performed by the employee(s) in this position. Employees will be required to follow any other job-related instructions and to



*perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.*

**Employee Acknowledgement**

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**Signature**

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**Date**

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**Printed Name**