

# Job Description

**Job Title: Program Manager, Human Trafficking Services**

**Department: Advocacy and Resource Program**

**Location: Howard County and Baltimore County**

**Reports To: Director of Programs**

**Salary: \$65,000 - \$70,000 per year**

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## SUMMARY:

TurnAround is proactively hiring to fill an upcoming vacancy. We are seeking a candidate who has the experience and ability to work with youth and adults that are suspected or eligible as victims of human trafficking (sex and labor).

The Program Manager for Human Trafficking Services is responsible for the management of and implementing the scope of work for a Human Trafficking Initiative in Howard County partnering with the Howard County Department of Community Resources and Services Office of Human Trafficking Prevention.

This role would support the advocacy work that is specific to human trafficking (labor and sex trafficking) survivors. The work includes managing staff who directly provide intensive case management and outreach. The Program Manager will initiate and maintain collaboration with law enforcement and community partners to further TurnAround's mission and attend various meetings throughout the Howard County as a representative of TurnAround.

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Hiring, Training, and Management of the Regional Navigator Staff based in Howard and Baltimore Counties and the Human Trafficking Outreach Coordinator at Howard County and other identified sites to include: a) hire and train, b) plan, design, and direct work, c) assess performance, and d) approve and sign leave requests, time sheets, and expense reports.
2. Coordinate and distribute incoming referrals to appropriate coordinators and other departments as needed.
3. Ensure the program is implementing goals and objectives established through grants or agreements that are funded by state, federal, and private funding.
4. Develop and implement case management coverage plan(s) during staff vacancies and absences from work.
5. Develop and implement programming for clients.
6. Oversee the function of the office drop-in-center(s), if applicable.
7. Manage on-site volunteers and interns, as necessary.
8. Assist with developing, monitoring, and revising program policies and procedures.
9. Establish and maintain community partnerships both informal and formal.
10. Assist with developing and implementing data and evaluation tools to perform internal quality assurance measures.
11. Respond to and address any needs or concerns regarding clients.
12. Communicate with callers, clients, partners, and other professionals affiliated with client needs while adhering to confidentiality guidelines.
13. Purchase or request necessary items including needed equipment, and supplies for the Advocacy and Resource Program, as needed.
14. Ensure that all mandated reporting policies and procedures are followed per state guidelines for reporting suspected abuse.
15. Initiate internal incident reporting process and follow up per program policies.

16. Maintain files, forms, and other documents electronically or in a physical format for survivors' confidentiality and in an orderly fashion.

### **Partnership and networking:**

1. Engage community stakeholders to support human trafficking prevention and intervention efforts.
2. Represent the agency at key community events with community partners as appropriate.
3. Represent the agency at County and State coalitions, task forces and work groups as appropriate.
4. Possess exceptional interpersonal, teamwork, problem-solving, and communication skills.

### **Grant and Funding:**

1. Participate in strategic planning and forward thinking.
2. Provide budget modifications ideas for grants. Submit requests as needed.
3. Provide monthly comparative reviews of grants in progress regarding quantitative, qualitative and statistical goals. Review with ED.
4. Prepare routine narratives and final reports on grant implementation and outcomes for funders and internal review.
5. Grant preparation in conjunction with ED, grants and development team including attending grant related meetings.

### **TRAVEL**

Local travel in the Howard County/Laurel and Baltimore County area is required and travel to other TurnAround office sites for meetings, etc. Travel to conduct work at settings in the community is expected. There may be travel out of jurisdiction or state. Must have valid driver's license and provide personal vehicle. Possible costs involving tolls, parking meters and parking garages can be submitted for reimbursement.

### **EDUCATION AND EXPERIENCE:**

1. Bachelor's degree in Psychology, Social Work, Human Services, or related field required. Master's degree preferred.
2. Two (2) to five (5) years of relevant experience in supporting human trafficking survivors required.
3. Experience working directly with populations exposed to trauma.
4. Knowledge of community resources and initiatives Howard County preferred.
5. Experience in handling crisis situations.
6. Prior experience managing a team.
7. Requires strong interpersonal, assessment, and documentation skills.
8. Bi-lingual (Spanish) highly desired.

### **LANGUAGE SKILLS:**

1. Possess professional demeanor and exhibit exceptional teamwork orientation with good written/oral communication skills.
2. Demonstrate person first and person-centered language skills.
3. Bi-lingual skills is a plus but not required (Spanish preferred)

### **REASONING ABILITY:**

1. Ability to mediate issues related to clients, professionals and other constituents.
2. Possess critical thinking skills and judgment on when to seek the Program Manager or other positions for assistance.

## **TECHNICAL SKILLS:**

1. Proficient computer skills to operate email, Internet, Microsoft Office, and ability to navigate database entry software.
2. Ability to learn and navigate technology used on and off work sites (i.e., security systems, video conferencing devices, etc.)
3. Ability to plan, schedule, and organize work independently.

## **WORK ENVIRONMENT:**

Work is conducted at the assigned TurnAround office location (s) and in designated community settings as determined by the role. Community settings can include children and juvenile facilities, courthouses, hospital settings, law enforcement offices and other settings as necessary. Work hours typically are Monday through Friday, 9am to 5pm, 40 hours per week. Community site location where position will be stationed may have designated office hours specific to that location. Management positions are expected to remain flexible to working outside of these hours and beyond 40 hours as needed to assist survivors, train staff, and engage in agency or professional events. Management level positions may receive call after hours on occasion which may include providing guidance related to crisis response team after hours, on holidays and weekends as needed for human trafficking crisis calls received.

## **TRAVEL:**

Local travel is required. Travel to conduct work at settings in the community is expected. There may be travel out of jurisdiction. Must have valid driver's license and provide personal vehicle. Possible costs involving tolls, parking meters and parking garages that can be submitted for reimbursement.

## **CERTIFICATES, LICENSES, REGISTRATIONS: N/A**

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Possible assistance with lifting of items such as client's belongings, donations and other items received.
2. Some cleaning and light maintenance are also required of office space.
3. Climbing stairs. Reliable transportation and walking are necessary as travel between TurnAround office locations and offsite locations that include community providers, hospital, court and other settings.
4. Sustained posture in a seated position for prolonged periods of time.

## **WORKING CONDITIONS:**

The position is exposed to the possibility of vicarious trauma and victim's trauma by working with clients impacted by human sex trafficking. Other exposure risk includes narcotics, alcohol, pests, Bloodborne Pathogens and other community spread diseases. Must be flexible to accommodate after-hour weekends as needed by the client, agency, and position.

## **Benefits**

- Paid holidays, vacation, and sick leave
- Additional Paid Time Off (PTO)
- Employer-sponsored medical, dental, and vision insurance
- Retirement plan with company match
- Long-term and short-term disability coverage
- Employee Assistance Program (EAP)

**Ability to Relocate:**

- Position is based in Howard County, MD; Relocate before starting work

**Work Location:** In person

TurnAround Inc. is an equal opportunity employer committed to diversity, equity, and inclusion. We encourage individuals from all backgrounds to apply.