

# Never Give Up Transitional Living

## Employee Role Descriptions

The Never Give Up Transitional Living Program is a structured transitional housing program operated under the nonprofit 501(c)(3) organization, Good Turn Labor, to support formerly incarcerated individuals as they reintegrate into the community. The program provides safe, stable housing alongside employment support, dialectical behavioral therapy, life skills training, social support, and more to reduce recidivism and improve long-term outcomes. Our team provides comprehensive reentry services, including case management, peer mentorship, housing, employment assistance, and mental health services. Each staff member plays a crucial role in creating a structured, supportive, and empowering environment for participants.

### Leadership and Administration

#### *Executive Director*

- Reports To: Board of Directors
- Job Summary: The Executive Director provides overall leadership, vision, and direction for the organization. They focus on external partnership, stakeholder engagement, and long-term sustainability while ensuring the program aligns with its mission. They collaborate with the Board of Directors on governance and financial oversight but delegate day-to-day program operations to the Program Director.
- Key Responsibilities:
  - Develop and implement strategic goals and policies in collaboration with the Board of Directors
  - Serve as the primary representative to external stakeholders, funders, and policymakers
  - Advocate for reentry policy improvements and build partnerships with community organizations
  - Oversee organizational sustainability, fundraising efforts, and financial planning in coordination with the Development Director and accounting firm
  - Supervise and support the Program Director, ensuring alignment with the program's mission and goals
  - Promote professional development and capacity-building across the organization
- Qualifications:
  - Bachelor's or Master's degree in Nonprofit Management, Social Work, Criminal Justice, or a related field
  - 5+ years of leadership experience in a nonprofit or reentry-related organization
  - Strong public speaking, advocacy, and relationship-building skills

### *Program Director*

- Reports To: Executive Director
- Job Summary: The Program Director is responsible for the daily management and operational success of the transitional living program. They oversee program staff, ensure service quality, and maintain compliance with funding and regulatory requirements. The Program Director is the primary decision-maker for participant intake, service coordination, and program implementation, ensuring smooth internal operations. They oversee facility operations, logistics, and compliance to ensure the smooth functioning of the program.
- Key Responsibilities:
  - Supervise and coordinate case managers, peer support staff, resident managers, and other program staff
  - Develop, refine, and enforce program policies and procedures
  - Oversee program implementation and ensure service delivery meets participant needs
  - Monitor program outcomes, compliance with funding requirements, and adherence to legal and regulatory standards
  - Build and maintain partnerships with service providers, referral agencies, and parole agencies
  - Ensure staff receive proper training and support
  - Screen and accept potential program participants based on eligibility criteria
  - Make determinations regarding participant removal in accordance with program policies and parole agency guidelines
  - Correspond with the parole board and parole agencies regarding participant progress and compliance
  - Provide direct supervision and guidance to the Assistant Program Director
  - Oversee facility management, housing logistics, and procurement of supplies
  - Ensure compliance with program policies, reentry housing regulations, and safety standards
  - Manage operational systems, scheduling, and efficiency improvements
  - Collaborate with the accounting firm on budget planning and financial compliance (not direct bookkeeping)
  - Supervise administrative staff and ensure smooth daily operations
- Qualifications:
  - Bachelor's or Master's degree in Social Work, Criminal Justice, or a related field
  - 3+ years of experience in program management, preferably in reentry services
  - Strong organizational and leadership skills
  - Lived experience with incarceration and successful reentry

### *Assistant Program Director*

- Reports To: Program Director
- Job Summary: The Assistant Program Director provides operational support, assists in staff supervision, and coordinates participant services. They help ensure program efficiency and effectiveness.
- Key Responsibilities:
  - Assist in managing daily operations and service delivery
  - Support case managers and peer support specialists in their roles
  - Oversee participant intake and ensure smooth transitions
  - Back up Program Director in their absence
- Qualifications:
  - Bachelor's degree in Social Support, Criminal Justice, or a related field (or equivalent experience)
  - 2+ years of experience in reentry services or program support
  - Strong organizational and leadership skills
  - Lived experience with incarceration and successful reentry

## **Case Management and Client Services**

### *Case Manager*

- Reports To: Program Director
- Job Summary: The Case Manager provides individualized support to participants, helping them navigate employment and reentry challenges.
- Key Responsibilities:
  - Conduct intake assessments, orientation, and develop personalized reentry plans
  - Assist participants with job readiness (resume building, interview prep, job searches)
  - Partner with local employers for job placement opportunities
  - Connect participants with post-program housing, job training, and mental health services
  - Provide non-clinical crisis support by helping participants navigate difficult situations and access relevant resources
  - Provide ongoing case management
  - Maintain case notes and track participant progress
  - Manage data tracking systems for program performance, participant outcomes, and operational metrics
- Qualifications:
  - Bachelor's degree in Social Work, Criminal Justice, or a related field (or equivalent experience)
  - 2+ years of case management or social services experience
  - Strong interpersonal and problem-solving skills

- Experience with data tracking and reporting systems
- Lived experience with incarceration and successful reentry

### *Peer Support Specialist*

- Reports To: Program Director
- Job Summary: The Peer Support Specialist provides mentorship, guidance, and emotional support to participants, using lived experience with incarceration and successful reentry to foster connection and encouragement
- Key Responsibilities:
  - Build trusting relationships with participants through shared experiences
  - Offer emotional support and guidance during the reentry process
  - Assist participants with navigating reentry challenges, such as housing, employment, and social reintegration
  - Facilitate peer support groups and one-on-one mentorship sessions
  - Encourage personal accountability and goal setting for successful reintegration
  - Connect participants to community resources, support networks, and available services
- Qualifications:
  - Lived experience with incarceration and successful reentry
  - Strong communication and mentorship skills
  - Passion for helping others succeed in their reentry journey

### *Resident Manager*

- Reports To: Program Director
- Job Summary: The Resident Manager ensures a safe, structured, and supportive living environment for participants in transitional housing. They enforce program rules, provide on-site support, and help maintain a positive, accountable, and community-oriented atmosphere.
- Key Responsibilities:
  - Supervise daily activities within the transitional housing facility
  - Enforce program rules and maintain a safe, structured living environment
  - Provide guidance and support to residents, helping them navigate challenges
  - Monitor and address conflicts or behavioral concerns as they arise
  - Conduct regular room checks and ensure compliance with housing policies
  - Report concerns or violations to the Program Director
  - Encourage accountability and positive peer interactions among residents
  - Coordinate with case managers and peer support specialists to support resident needs
- Qualifications:
  - Experience in housing management, residential support, or social services

- Strong conflict resolution and communication skills
- Ability to maintain structure and enforce rules while providing guidance
- Willingness to work non-traditional hours, including evening or weekends as needed
- Lived experience with incarceration and successful reentry

#### *Health Support and Counseling Specialist*

- Reports To: Program Director
- Job Summary: The Health Support and Counseling Specialist provides mental health and wellness support for program participants
- Key Responsibilities:
  - Offer individual or group counseling services
  - Connect participants with mental health and substance use treatment programs
  - Provide education on coping strategies and emotional regulation
  - Collaborate with case managers to support participants' wellbeing
- Qualifications:
  - Licensed mental health counselor or social worker, with expertise in substance use or trauma-informed care
  - Experience working in reentry or similar high-need environments

### **Community Engagement and Outreach**

#### *Development Director (Fundraising and Grants)*

- Reports To: Executive Director
- Job Summary: The Development Director leads fundraising efforts, including grants, donations, and partnerships, to sustain the program. They must build employer partnerships, community relationships, and reentry awareness
- Key Responsibilities:
  - Develop and implement fundraising strategies
  - Cultivate relationships with individual donors and corporate sponsors
  - Organize fundraising events and campaigns
  - Work closely with the grant writer to align funding efforts
  - Develop and maintain partnerships with employers willing to hire justice-involved individuals
  - Organize outreach events, workshops, and community engagement activities
  - Advocate for program participants and educate the community about reentry challenges
- Qualifications:
  - Bachelor's degree in Nonprofit Management, Business, or a related field (or equivalent experience)
  - Experience in fundraising and donor relations

- Strong networking skills

## **Grant Writing and Financial Management**

### **Grant Writer (Contract Position)**

- Reports To: Executive Director
- Job Summary: The Grant Writer researchers, writes, and submits grant applications to secure funding for the program
- Key Responsibilities:
  - Identify and apply for relevant grants
  - Write compelling proposals and reports
  - Ensure compliance with grant requirements and deadlines
  - Work with program staff to gather necessary data for applications

### **Accounting Firm (External Service)**

- Reports To: Executive Director
- Job Summary: An external accounting firm handles financial reporting, compliance, and budgeting to ensure fiscal responsibility
- Key Responsibilities:
  - Manage financial reporting and ensure regulatory compliance
  - Oversee budgeting and financial planning
  - Work with leadership to provide financial transparency and accountability

Together, this team ensures that individuals returning from incarceration receive the comprehensive support needed to rebuild their lives, secure stable employment and housing, and successfully reintegrate into their communities.