



## Program Manager, Services for Survivors

<b>Job Title:</b>	Program Manager (PM), Services for Survivors
<b>Reports To:</b>	Executive Director (ED)
<b>Salary Range:</b>	\$35.00 – 38.00 per hour
<b>FLSA Status:</b>	Part Time, up to 25 hours per week, Non-Exempt
<b>Location:</b>	Work from Home

**Organization Summary:** Wings is a Denver-based nonprofit building systems of support for adult survivors of childhood sexual abuse (CSA) and their loved ones. We blend in-depth health expertise with the healing power of community, supporting survivors as they speak about, heal from, and thrive beyond CSA trauma. We envision healthy lives, relationships, and communities for all.

**Our Guiding Principles:** Inclusivity | Confidentiality | Empowerment | Resilience | Voice | Self-care | Accountability | Advocacy

**Commitment to Diversity, Equity, Inclusion & Belonging (DEIB):** Wings is committed to being an anti-oppressive organization, grounded in intersectional principles and fostering a culture of respect and inclusion for all. We are actively engaged in a transformational process to build these principles into all aspects of our staff and volunteer leadership, policies, practices, and programming.

**Our Trauma Informed Approach:** Wings' mission and our work centers on principles of trauma-informed practice, guided by SAMHSA (Substance Abuse & Mental Health Services Administration):

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| *Safety                         | *Collaboration & mutuality            |
| *Trustworthiness & transparency | *Empowerment, voice & choice          |
| *Peer support                   | *Cultural, historical & gender issues |

**Position Summary:** The Program Manager (PM) is a licensed LPC or LCSW who plays a central leadership role in the development, delivery, and continuous strengthening of Wings' trauma-informed programs for adult survivors of childhood sexual abuse (CSA) and their loved ones. With primary oversight of support group design, member experience, and program impact, this role helps ensure services are clinically grounded, relationally attuned, and responsive to the evolving needs of our community. They also oversee program-specific community outreach activities.

The PM advances Wings' commitments to equity, inclusion, and survivor-centered design by integrating DEIB principles into program operations and elevating survivor voice within program development. They provide clinical and programmatic guidance to staff and facilitators, steward high-quality support group delivery, oversee key program events, contribute to evaluation and learning processes, and participate in cross-organizational planning and special initiatives that strengthen Wings' long-term impact. This is a part time position (25 hours/week).



## Key Responsibilities

### Trauma-Informed, DEIB-Aligned Program Development & Delivery

- Support the creation and adaptation of survivor and loved one-centered programming that honors DEIB values and Trauma-Informed Practices (TIP), ensuring -culturally responsive and gender affirming support for survivors with intersectional identities and needs.
- Lead or support program development for Wings' support-group-focused offerings and events

### Program Policies, Quality, & Process Improvement

- Contribute to reviewing, updating, and improving program policies, procedures, and workflows.
- Collaborate with the Clinical Manager to enhance quality, consistency, and participant experience across Wings programs.
- Support Program Committee activities to ensure survivor-voice and wisdom is infused into program design, delivery and evaluation.

### Training & Facilitation Support

- Create and Coordinate support group facilitator trainings.
- Facilitate clinical community trainings for external partners, agencies, or public audiences.

### Program Evaluation & Data

- Participate in the Data Committee and support program analysis, evaluation, and data-informed decision making.
- Track, document, and assess program outcomes to support quality improvement.

### Clinical Support

- Provide clinical consultation to the Support Services Navigator (SSN) for program-related clinical questions.
- Provide clinical oversight for program-related events.

### Special Projects & Initiatives

- Lead the coordination and implementation of pilot project initiatives.

### Organizational Engagement

- Participate in agency-wide planning, strategy discussions, and cross-department collaborations to advance the mission and growth of Wings.

### Other Duties

- Perform other duties as assigned in support of Wings' mission and program goals.



### **Knowledge, Skills & Abilities:**

#### **Knowledge**

- Deep understanding of trauma-informed practice, including SAMHSA's Trauma-Informed Approach principles and their practical application in clinical and program settings.
- Expert knowledge of clinical best practices for working with adult survivors of childhood sexual abuse, complex trauma, and post-traumatic stress.
- Group dynamics, support group models, and facilitator development.
- Knowledge of DEIB frameworks and how to integrate culturally responsive, anti-oppressive and gender affirming practices within clinical programs.
- Working knowledge of mandated reporting requirements, safety assessments, and crisis intervention procedures.
- Understanding of nonprofit program operations, including data evaluation, grant reporting, and program development.
- Familiarity with Electronic Health Record (EHR) systems and documentation standards.

#### **Skills**

- Exceptional clinical assessment and intervention skills, particularly in trauma, safety, planning, and supporting survivors through complex disclosure.
- Program design, implementation, and improvement skills.
- Strong leadership and supervisory skills, including the ability to coach, mentor, and clinically support facilitators, interns, and staff.
- Skilled in conflict resolution, de-escalation, and guiding teams through challenging group or clinical dynamics
- Program development and continuous quality improvement skills, with the ability to translate feedback and data into enhanced services
- Excellent written and oral communication, with the ability to present clinical topics clearly.
- Skilled in training development and facilitation for clinical and community audiences.
- Strong organizational skills and ability to manage multiple priorities.
- Data analysis and interpretations skills, including ability to use data for reporting, evaluation, and decision making.

#### **Abilities**

- Ability to apply trauma-informed and culturally responsive approaches in all program areas.
- Ability to support program participants and facilitators with empathy, professionalism, and clear boundaries.
- Ability to respond to complex or emotionally charged situations with steadiness and care.
- Ability to think strategically while also executing detailed program tasks.
- Ability to work independently within a supportive, collaborative team environment.

#### **Education and Experience:**

- Master's degree in social work, counseling, psychology, or related field, required.
- Fully licensed (LCSW, LMFT, LPC/LPCC, or equivalent), required.
- Minimum 4–6 years of clinical experience with trauma survivors, preferably adult survivors of childhood sexual abuse.



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- Experience with group facilitation and/or supervising clinicians who facilitate groups.
- Demonstrated knowledge of trauma-informed care, DEIB principles, and strengths-based clinical approaches.
- Strong organizational and leadership skills, with experience supervising staff or interns.
- Excellent written and verbal communication skills.
- Experience working in a nonprofit environment.
- Familiarity with EHR systems and program evaluation.
- Background in community-based mental health, peer support models, or survivor-centered programming.

#### **Competencies:**

To perform the job successfully, an individual should demonstrate the following.

**Content Knowledge** – Specific knowledge of child sexual abuse dynamics required. Knowledge of trauma informed care for clients required. Proven capacity to learn, understand and communicate these complex issues. Knowledge of gender based and sexual/domestic violence a plus. Awareness of and sensitivity to cultural, ethnic, racial, gender and gender identity, sexual orientation, and socioeconomic differences required.

**Communications** – Exhibits excellent listening and verbal communications skills. Exhibits excellent writing skills. Keeps others adequately informed. Selects and uses appropriate trauma informed and non-violent communication methods. Excellent presentation and public speaking skills. People oriented.

**Continuous Learning** – Assesses own strengths and opportunities for growth. Pursues training and development opportunities. Seeks feedback to improve performance and takes direction openly. Shares expertise with others. Strives to continuously build knowledge and skills. Excellent ability to learn and understand new developments and current trends in the non-profit world, as well as the world of sexual violence – locally, nationally, and globally.

**Diversity Commitment** – Dedicated to working within a diverse workforce. Demonstrates knowledge of and supports Wings' mission with a Diversity, Equity, and Inclusion commitment. Educates others on the value of diversity. Promotes a harassment-free environment. Shows respect and sensitivity for intersectional identities and differences.

**Customer Service** – Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service. Ability to initiate and build relationships with survivors, service providers, donors, and the community at large. Team player with a passion for innovation and being part of team to achieve transformational growth.

**Planning & Organization** – Integrates changes smoothly. Provides organizational structure and planning for staff and volunteers supervised by the position. Assists staff with integrating organizational change. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.



**Quality** – Provides quality work products. Fosters quality focuses on others. Improves processes. Measures key outcomes. Sets and meets or exceeds clear quality expectations. Solicits and applies customer feedback.

### **Cultural Competencies**

#### **Awareness of one's own world view and that different world views exist**

- Awareness of one's own attitudes, beliefs, biases, and assumptions about others
- Awareness of the various dimensions of diversity, including gender identity and/or expression, race, and ethnicity
- Acknowledging that people from other cultural groups do not necessarily share the same beliefs and practices or perceive, interpret, or encounter similar experiences in the same way
- Recognizing that everyone has at least some ethnocentric views that are provided by that culture and shaped by his or her individual interpretation of it
- Cultural knowledge of key populations will be served to address disparities that exist as it relates to adult survivors of childhood sexual abuse and their loved ones

#### **Supervisory Responsibilities:** REACH Community Coordinator

**Travel:** Occasional travel around the Denver-metro area will be required for the PM to attend Wings internal and external meetings, training, and events. While rare, staff may be asked to attend meetings or training in other parts of Colorado. Mileage reimbursement is provided for staff travel required for agency purposes.

**Work from Home:** This is a work from home position. Because this position deals with confidential information and situations, the staff must work from a home office; the PM cannot conduct most Wings' business in a public location. Wings will provide a laptop for work use, but the employee must have access to reliable internet service and provide their own cell phone, which can download the phone service app utilized by Wings.

**Salary and Benefits:** Competitive salary commensurate with experience, plus a comprehensive benefits package offering: generous PTO accrual and 9 paid holidays; voluntary short-term and long-term disability; and 401k program with up to 3% employer match.

*Wings values and is strengthened by diversity. We are committed to ending bias and discrimination in our community and ensuring equity within all aspects of our organization. We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment, transfer, or promotion opportunities without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status, or any other characteristic protected by law.*

#### **Instructions to apply:**

- Please send your letter of interest, résumé, and answers to the five questions found below to [admin@wingsfound.org](mailto:admin@wingsfound.org). Use the subject line: "Applicant – PM Part Time."
- Please do not include answers to the questions listed below within your letter of interest but



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rather provide them in a separate attachment.

- Please send all attachments as one single document, saved as a PDF, so formatting will be preserved.
- Applications will be accepted through Friday, March 20, 2026.

- 1) What would your greatest hopes be, if selected for this position?
- 2) What combination of skills, experience and attitude make you prepared for this role?
- 3) What would success look like for you if you were in this position?
- 4) What type of support would be helpful to you to achieve this success?
- 5) What do diversity, equity, and inclusion mean to you and why are they important in the workplace?