



# Manager of Trauma-Informed Care Position Profile

March 2022

## Organization and Position Overview

JobsWork MKE's mission "Prepares and encourages motivated individuals living in poverty to achieve economic self-sufficiency through sustainable employment". JobsWork MKE provides a comprehensive, step-by-step pathway out of poverty for motivated individuals who seek to transform their lives. The approach is holistic and supports the individual throughout the entire process, assessing and training the participants, providing dependable employees to an extensive network of small businesses and anchor institutions. The staff remains hands-on, providing one-on-one guidance on issues in the workplace and at home. JobsWork MKE help participants keep their jobs and advance in their careers. Even after they're employed, participants continue to receive guidance from staff members and volunteer mentors.

Most participants of JobsWork MKE services hail from economically distressed neighborhoods and face multiple barriers to sustainable employment. JobsWork MKE works with participants to restore their human dignity. By doing so, we motivate and empower them to achieve stable employment, then to progress in their careers. JobsWork MKE uses a comprehensive service model that engages the whole person, recognizing that successful job placement and career development rests on a foundation of personal development. We follow a cohort model and provide a safe, family-like environment that promotes physical, emotional, spiritual, and relational well-being. Many graduates of the program report transformative experiences that helped catapult them toward a life of dignity that includes meaningful and well-paying work. To learn more, please visit: <https://www.jobsworkmke.org/>.

The role of the Manager of Trauma-informed Care is to enhance, implement, and monitor the trauma-informed/healing-centered components of the JobsWork MKE pathway model. They will work within a team-based career development service model, collaborating closely with other team members including the Barrier Solution Specialist, Employment Support Specialists, Financial Coach, and the Manager of Employee Development. The Manager of TIC will report to the Director of Employee Development and will play a key role in supporting the organization's vision: "Through hope, high expectations and holistic support, we transform lives by helping people get and keep good jobs".

**Compensation:** Commensurate with experience and education.

**To Apply:** Interested candidates should submit a cover letter and resume to Bill Krugler at [bill@jobsworkmke.org](mailto:bill@jobsworkmke.org) to be considered. Review of applications will begin immediately and will continue until the position is filled.

JobsWork MKE is an Equal Opportunity Employer.

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HOPE

HIGH EXPECTATIONS

HOLISTIC SUPPORT



## Essential Duties and Responsibilities

- Lead JobsWork MKE Trauma-informed Care Initiatives toward successful development of trauma-informed/healing-centered programming, partnerships, and environments.
- Schedule and conduct trauma screening, brief intervention, and referral to treatment (T-SBIRT) sessions with all program participants.
- Follow-up with participants to ensure referral completion, and collect/analyze data from T-SBIRT sessions for quality improvement and data reporting.
- Develop and facilitate supplemental participant-focused, trauma-informed support groups in collaboration with mental health partners.
- Establish and conduct ongoing booster sessions or follow-up programming for JobsWork MKE graduates.
- Partner with mental health referral networks to help address the trauma-related mental health needs of participants, implement referral processes, and strengthen the network of referrals to and from the agency.
- Collaborate with community partners who can provide employers/supervisors connected to JobsWork MKE with TIC learning opportunities that complement JobsWork MKE participants' programming.
- Support program evaluators to track TIC Initiative data and outcomes to identify and capitalize on strengths of the initiative.



## Qualifications

- Previous experience in human service direct practice.
- Training and experience in trauma-informed care.
- Extensive experience working in a project-based team setting and under supervision.
- Knowledge of the social determinants of employment.
- Strong organizational and problem-solving skills including the ability to manage multiple tasks and respond to overlapping job pressures.
- Exceptional interpersonal communication skills (written and verbal).
- Ability to work independently, analyze project needs, and complete complex tasks.
- Experience with data collection and program evaluation.
- Familiarity with the human and social service landscape in Metro Milwaukee.
- Bachelor's degree in social work, psychology, urban studies, or related field. (Master's degree preferred)