



Program Director

This is a full-time position located in Jamestown, ND

F5 Project is hiring a Program Director to help lead a new initiative, in partnership with Southcentral Foundation (SCF). The initiative, Nu'iju Healing Place (NHP), is a 12-month comprehensive residential program using a culturally rooted, trauma informed Therapeutic Community model to reduce prison recidivism within the James River Correctional Center (JRCC).

The Program Director is responsible for directing the day-to-day performance and operation of the NHP within the JRCC. The Director will lead the establishment of strategies for the development, implementation of program policy and objectives, and develop plans necessary to achieve objectives. The Program Director will report to the F5 Project Chief Programs Officer.

Overview of Responsibilities

Customer Care and Relationship

- Creates, develops and nurtures culturally appropriate interactions and connections with staff, inmates, and the community.
- Ensures processes and systems for exceptional customer service are in place for the NHP, and are followed by all staff and participants:
 - Ensures compliance with established North Dakota Department of Corrections (NDDOC) standards.
 - Models positive and pro-social role modeling, utilizing dynamic, trauma-informed security practices by building a rapport and supervising program residents inside JRCC.
 - Utilizes customer satisfaction data and information to develop, implement, and measure changes in customer service strategies.
 - Promotes a customer-driven approach to service delivery that is culturally appropriate and based on customer input and feedback.
 - Evaluates, develops, and implements changes in policy, procedures, regulations, and standards throughout NHP.
 - Ensures that all complaints and conflicts are resolved in a timely manner and appropriately according to standards and established guidelines.
- Maintains quality, safety, and infection control standards.
- Ensures compliance with all applicable laws, policies, procedures, bylaws, regulatory requirements, and best practice guidelines regarding inmate interaction.

Communications and Teamwork

- Shares and receives information, opinions, concerns and feedback in a supportive manner.



- Works collaboratively by building bridges and creating rapport with team members within JRCC, SCF, and F5 Project.
- Ensures processes and systems for communication are in place between JRCC, NHP staff and F5 Project.
 - Remains visible and available to employees at all times in order to facilitate communication.
 - Builds effective interpersonal relationships across the NDDOC, F5 Project, and the community.
 - Uses effective oral and written communication skills.
 - Ensures that all required reporting and documentation processes are completed timely and accurately.
 - Leads and facilitates teams effectively.
- Directs the day-to-day performance and operation across NHP:
 - Directs the delivery of service for NHP
 - Directs multiple functions and processes throughout NHP.
 - Ensures readiness for reporting on outcomes and expenditures across NHP.
 - Coordinates systems and processes across NHP.
 - Ensures adequate staffing for NHP.
 - Ensures compliance with all applicable regulations, policies, procedures, and standards.
 - Establishes procedures and standards for NHP that are consistent with regulatory and other established standards.
 - Evaluates and monitors the workload and productivity across NHP and takes any necessary corrective action.
 - Directs the timely completion of all work assignments and the work across NHP.
- Directs the human resource functions across NHP.
 - Manages, reports, and approves, staff time cards and personal leave.
 - Ensures that timely and appropriate recognition and corrective action are given.
 - Establishes, monitors, and provides feedback for employee standards.
 - Ensures the timely and meaningful performance evaluation of all employees.
 - Monitors, develops, and implements improvement action items to improve employee satisfaction based on data and information.
 - Develops methods and processes to create work environments that motivate and encourage all employees.
 - Creates a positive and engaging work environment.
 - Evaluates and monitors the recruitment and selection process for the program.
- Oversees management of budgets, including revenues and expenditures, in a timely and effective manner for NHP:
 - Establishes budget targets for revenues and expenditures each year.
 - Monitors budget expenditures and revenues on a regular basis in order to achieve established budget targets.



- Oversees groups, committees, and meetings.
- Effectively works in a multi-disciplinary team environment.

Improvement and Innovation

- Makes meaningful improvement to services, program, and processes and/or organizational effectiveness that creates new value for participants and employees.
- Manages the strategic planning and improvement processes for the Nu'iju program:
 - Uses improvement tools and methods in day-to-day work and ensures use of these tools in the program.
 - Monitors outcomes of effectiveness and develops work plans for improvement and change across the program.
 - Trains, educates, and deploys improvement tools, methods and processes throughout the program.
- Actively takes a leadership role in the strategic planning processes and on improvement Tribal Liaison work groups and cultural curriculum committees.
- Works in a rapidly changing and innovative prison system.

Workforce Development Skills and Abilities

- Seeks out additional learning opportunities to continue to develop technical and professional skills needed now and in the future. Attends F5 Project required trainings, Arrigah House, ALET, and additional program-specific trainings and supports staff to attend required trainings.
- Takes responsibility for all work activities and personal actions by following through on commitments.
- Applies knowledge of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to ensure the privacy of individuals is protected to the fullest.
- Directs the development, education, and training of employees across the Nu'iju program:
 - Ensures that all employees have training and development goals and plans in place.
 - Provides training and education by conducting training courses.
 - Oversees the process for succession planning for the Nu'iju program.
 - Ensures the effectiveness of the orientation process.
 - Mentors others for continued growth and departments and/or development.
 - Provides on-the-job training, mentoring and development for all supervised.
- Analyzes situations to develop and implement appropriate solutions.
- Efficiently and effectively manages multiple responsibilities.
- Effectively and efficiently makes decisions independently.



Skills Required

The Nu'iju NDDOC program within the JRCC is established to serve a primary population of American Indian people who are affiliated with the five Tribal Nations that share geography in the State of North Dakota, Alaska Native, and American Indian people within the NDDOC system. Knowledge of the tribes, cultures, histories, strengths, and challenges of this population is critical to ensure the success of the Nu'iju program and to align with SCF's vision of a Native Community that enjoys physical, mental, emotional, spiritual wellness, and mission of working together with the Native Community to achieve wellness through health and related services.

Preference will be given to candidates that are members or descendants of one of the five tribal nations that share geography in the State of North Dakota.

- Master's degree; OR equivalent combination of education, training, and work experience.
- Three (3) years of progressively responsible management experience

Individuals maybe exposed to

- Noise Level: moderate noise (i.e. business office with computers and printers; light traffic).
- Local Travel: Individuals in this position can be required to travel to road-accessible facilities by either driving or being a passenger in a vehicle or by use of alternative transportation.
- Out of State Travel: Individuals in this position can be required to travel to out of state locations via various modes of transportation which can include commercial aircraft, small airplanes.

Physical Demands

- Position Requirements: sit (to 2/3 time); stand (under 1/3 time); talk or hear (over 2/3 time); use hands for dexterity to handle or feel (to 2/3 time); walk (under 1/3 time).
- Weight Lifted or Force Exerted: up to 10 pounds (over 2/3 time); up to 25 pounds (under 1/3 time).
- Special Vision Requirements: close vision (clear vision at 20 inches or less); color vision (ability to identify and distinguish colors).
- Additional Physical Demands: individuals in this position can be required to work holidays, evenings, weekends, and nights; individuals in this position must be able to respond when needed by prompt appearance at a required location; individuals in this position are able to work under physically and emotionally-stressed conditions.



Benefits and Culture

- Unlimited PTO
 - Competitive Health, Dental, and Vision Care
 - 7 Paid Holidays
 - Generous paid parental leave
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Native Preference:

Under P.L. 93-638, as amended, the company pursues a policy of Native preference in hiring, contracting, and training.

About F5 Project

Started by a former inmate in 2016, F5 Project was founded to help individuals struggling with incarceration, mental health and addiction by providing resources and services to help obtain employment, housing, health care, and other basic needs. By empowering individuals to create meaningful change in their lives through support and grace, F5 Project restores purpose for individuals, fosters healing, and rebuilds stronger communities.

To Apply: Please send both a cover letter and resume to Jeff Vanlaningham at jeff@f5project.org.