

# **Program Manager – Illinois Maternity Home**

## **Redeeming Life Outreach Ministries, Inc. (RLOM)**

### **Organization Overview**

Redeeming Life Outreach Ministries, Inc. (RLOM) is a Christ-centered nonprofit dedicated to walking alongside women in crisis pregnancies and young mothers striving for independence. Headquartered in Sanford, Florida, RLOM offers safe, nurturing residential programs where women discover stability, develop life skills, grow spiritually, and experience the hope found in Christ.

### **Position Summary**

The Program Manager provides leadership and oversight for the clinical, programmatic, and spiritual development of RLOM's East Dundee Illinois maternity home. This role manages the full case-management process, sets the structure of the program, ensures accountability, and coordinates services and partnerships that support long-term resident growth.

The Program Manager serves as the primary case manager and program administrator, ensuring that each woman's journey through the home is intentional, measurable, and grounded in grace and truth.

### **Key Responsibilities**

#### **Program Leadership & Case Management**

- Lead the intake process, conduct assessments, and develop individualized care plans with measurable goals.
- Provide structured case management, including progress reviews, crisis intervention, and advocacy.
- Track resident outcomes, savings goals, education progress, and overall program effectiveness.
- Maintain accurate and confidential case notes and documentation.

#### **Program Design & Quality Assurance**

- Develop and implement classes, life skills training, and program components that support resident growth.
- Identify gaps in services and recommend improvements to strengthen outcomes.
- Ensure the program aligns with best practices in trauma-informed care, pregnancy support, and residential ministry.
- Uphold compliance with all organizational, legal, and safety standards.

#### **Spiritual Development & Discipleship**

- Foster a Christ-centered culture grounded in Scripture, prayer, and grace.
- Lead structured spiritual activities such as devotions, Bible study, and one-on-one mentoring.
- Partner with LCMS congregations, pastors, and church workers to deepen residents' access to spiritual resources.

## **Leadership & Team Collaboration**

- Supervise and support Residential Managers and volunteers, offering clear expectations, coaching, and accountability.
- Provide leadership in resolving resident issues, conflict, or concerns that exceed the scope of daily household support.
- Ensure consistent communication with staff and leadership regarding resident needs and program direction.

## **Administration & Stewardship**

- Prepare reports reflecting resident progress, program activities, and outcomes.
- Assist with budgeting, stewardship of resources, and coordination of in-kind donations that support program services.
- Participate in staff meetings, cross-site coordination, and ministry-wide initiatives.

## **Qualifications**

- Deep, mature Christian faith; LCMS Lutheran affiliation preferred or willingness to serve within LCMS doctrine and practice.
- Bachelor's degree in social work, human services, ministry, or related field; Master's preferred.
- 3–5 years of case-management or social-services experience, preferably with women or families in crisis.
- Strong organizational and administrative skills with reliable follow-through.
- Experience leading teams or supervising staff preferred.
- Ability to maintain professionalism, confidentiality, and healthy boundaries.
- Proficiency with Microsoft Office and basic data tracking.
- Valid driver's license and reliable transportation.

## **To Apply**

Submit resume, cover letter, statement of faith, and three references (one pastoral) to [hr@rlom.org](mailto:hr@rlom.org), subject line: Program Manager – Florida.

## **Salary Range**

\$48,000 to \$55,000

## **Ideal Candidate**

The ideal candidate loves Christ, cares deeply for women in crisis, and brings both structure and compassion. They are organized, steady under pressure, and committed to helping residents grow toward stability and independence.