



JOB POSTING

Position Title: Referral Development Manager
Position Type: Full-time salaried, exempt position with benefits
Reports to: Director of Center for Women & Children

Interested candidates should email their resume and cover letter to businessoffice@helpingup.org
Attn: Pamela Wilkerson.

Background

Helping Up Mission, Inc. is a faith-based, non-denominational, Christian organization offering permanent solutions to those experiencing homelessness, poverty, and addiction. Helping Up Mission, Inc. (HUM) provides hope through programs designed to meet their individual physical, psychological, social, and spiritual needs. Compassionate and substantial residential care is given to almost 500 men and 50 women in need, without consideration of race, economic or religious status at its campus in East Baltimore. HUM provides competitive pay and benefits.

Job Summary

The Referral Development Manager acts as a community liaison and relationship builder with community agencies such as court systems, hospitals, short-term substance use treatment programs and faith-based organizations to initiate or expand referrals to the Women's Spiritual Recovery Program at Helping Up Mission's Center for Women & Children.

This role is responsible for building and maintaining excellent communications and relationships with clients, staff, and community partners by building and maximizing program referrals. This position has a hyper focus on filling program recovery beds, building upon existing community partner referrals and identifying new agency sources of referrals.

Primary Duties

- Manage coordination, implementation and tracking of intakes and referrals for HUM's SRP with at the new 250-bed Center for Women & Children (CWC)
- Develop systems and training for existing program and outreach staff to map referral sources, collect data and improve the intake process
- Assist in data analysis to ensure bed and program utilization is formatted to best serve clientele
- Present regular reports to the COO, CEO and Director on referral statistics, trends, and new sources under development
- Make recommendations for system improvements and communication of recovery program
- Develop and maintain relationships with appropriate social service agencies
- Participate in and attend Program Development and Outreach Team Meetings
- Other duties as assigned

Job Qualifications

- Exhibit the Core Values of Helping Up Mission, Inc.
- Bachelor's Degree in Human Services, Marketing and/or Business preferred
- 5-7 years recovery program, ideally HUM specific knowledge
- High degree of creative energy and the ability to adapt easily to change
- Energetic and enthusiastic about referral development opportunities
- Excellent writing abilities, data collection, and analytic skills
- Proven ability to build strong relationships with community agencies and hospitals
- Excellent verbal and written communication, planning and time management skills
- Strong analytical problem solving and decision-making capabilities
- Excellent knowledge of MS Office, databases, as well as the use of social media