

**Job Description**

**Job Title: Administrator**

**Division:** Corrections Transition Program (CTP)

**Program:**  B.R.I.D.G.E To Home Program (B2H)

**Reports to:** Director of Operations

**FLSA Status:** Exempt

**Effective Date**: June 2025 *| Updated Sept 2025*

**DIVISION OVERVIEW:**

The Corrections Transition Programs (CTP) is a statewide network of clinical reentry management services with the overall purpose of increasing opportunities for successful reentry outcomes. CTP provides specialized case management services to help people prepare to return to their families and communities after incarceration. CTP works both inside prisons and in communities to provide reentry support, including, but not limited to, behavioral health referrals, public benefits enrollment, finding employment and housing resources and obtaining state IDs and vital records.

**POSITION SUMMARY:**

The B.R.I.D.G.E To Home Program serves individuals returning from Illinois prisons who face significant and often compounded barriers to successful reentry. Frequently excluded from traditional housing and support systems, these individuals are at increased risk of homelessness and recidivism. The program’s primary goal is to provide permanent supportive housing for individuals traditionally considered hard to place, creating a foundation for long-term stability and successful reintegration into the community. Guided by low-barrier, housing placement principles, the B2H Program eliminates preconditions such as abstinence or mandatory treatment participation, offering immediate access to housing.

The **Administrator** shall assume primary responsibility for the daily oversight and management of the housing program functions, including administration, personnel supervision, information systems, and office operations and reporting. This role has oversight of five or more staff and supervises coordination of services across an expansive geographic region. In partnership with the Director of Operations, the Administrator will support the development and execution of agency policies and strategic objectives, thereby ensuring that client needs are addressed comprehensively and individually. The Administrator plays a critical role in upholding the integrity of service delivery and aligning program practices with the agency’s strategic and clinical objectives.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Administrative(Approximately 50% of time spent in this area)

* Responsible for the daily oversight and management of the housing program operations, to ensure compliance, efficiency, and quality service delivery including administration, personnel supervision, information systems, and office operations and reporting
* Monitor and evaluate program performance against key standards and contractual obligations addressing deficiencies and ensuring timely achievement of objectives.
* Assists with the development and monitoring of program budget and contract deliverables
* Maintain program information and technology affecting functional area(s) to increase program effectiveness and ensure compliance
* Develop and monitor a communication process with clients to ensure the delivery of high-quality service, resolve issues promptly, and promote client satisfaction
* Assist in revenue generation by contributing to the planning, development, and implementation of new pilot/grant programs
* Lead and develop a high-performing team through supervision, coaching, training, and performance management
* Establish strong client engagement systems to promote satisfaction, resolve challenges, and achieve positive outcomes

Quality Assurance/Compliance(Approximately 15% of time spent in this area)

* Monitor and maintain data reports to ensure quality client care for all required reporting sources and ensure program benchmarks are met
* Maintain compliance with external regulations and internal policies
* Ensure program and staff compliance with agency policies and procedures
* Provide written and/or oral reports to external funding source and community partners in accordance to establish timeframes

Personnel/staff development(Approximately 20% of time spent in this area)

* Oversee a diverse, highly-qualified team and provide leadership coaching, and professional development guidance; Utilize a progressive improvement system to help team members resolve performance problems
* Participates in staff performance evaluations, improvement plans etc.
* Hold monthly staff meetings and/or individual meetings with Supervisors or other staff as required.
* Identify and facilitate skills development, training, and learning opportunities for division staff in alignment with division performance goals and objectives
* Work closely with Human Resources to recruit, hire, and retain qualified program area staff.
* Review and approve staff timesheets and expense reports as required

Community partner and resource development (Approximately 10% of time spent in this area)

* Establish and maintain effective working relationships with partner agencies, funders, and other external stakeholders, as well as state, local, and municipal government officials; represent the agency on state, city, and county taskforces and initiatives related to division programs
* Attends meetings, workshops, conferences, seminars, and other information exchange activities, in order to gain first-hand knowledge of new evidence-based programming, policy implications, or resources for our targeted service population

Other duties (Approximately 5% of time spent in this area)

* Actively contributes to the discussion in agency committees
* Facilitates and/or provides program coverage as needed
* Attend all trainings and internal and external meetings as required
* Ensure that confidential information relating to the organization, its staff, and clients is kept confidential
* Be an excellent steward of TASC, modeling the core values of the organization

**COMPETENCIES:**

To perform the job successfully, an individual should be able to demonstrate the following competencies:

Planning/Organizing | Contract Management | Risk Management | Leadership/Professionalism Modeling | Data Management/Utilization | Coaching People & Managing Teams | Customer Relations Management | Policy Analysis | Problem-solving | Microsoft Office 365 | Productivity/Accountability| Excellent Communication | Attention to Detail | Change Leadership | Flexibility | Relationship Building |

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are a representation of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Master’s degree from an accredited college or university in social work, psychology, criminal justice or related human service field **required**, an active Illinois licensure (LSW/LCSW or LPC/LCPC) highly preferred.
* Minimum of 3 years of management and supervisory experience in the human service field and/or corrections reentry.
* Monitor and maintain program compliance to ensure high-quality client care, meet program benchmarks, and fulfill all required reporting obligations.
* Ability to set goals, develop workflows, procedures and policies for operating manuals and training.
* Align staff performance with contract standards, coach and mentor supervisors, implement corrective actions, and promote ongoing program improvements.
* Monitor and manage data, complete monthly reports to ensure the goals and objectives are being met.
* Develop and sustain working relationships with partner agencies, funders, external stakeholders, and government officials at the state, local, and municipal levels; serve as the agency’s representative on relevant taskforces and initiatives supporting division programs
* Familiarity with Illinois housing policies, HUD guidelines, and tenant rights, particularly as they relate to justice-impacted populations is a plus.
* Skilled in navigating challenging situations involving mental health, housing instability, safety concerns, and conflict resolution with landlords and clients.
* Available to respond to client or landlord concerns through a 24/7 on-call emergency line, demonstrating prompt decision-making and effective problem-solving.
* Willing and able to enter and exit IDOC facilities as required.
* Excellent interpersonal skills, able to work appropriately with staff, peers, management, and clients, Proficient in Microsoft Office Suite and other software applications
* Effective oral and written communication skills
* Ability to effectively work as a part of a professional team
* Individual with justice-involved backgrounds or other lived experiences are welcomed and encouraged to apply. Will be required to pass all background checks.

**Supervisory Responsibility**

This position has supervisory responsibilities.

**Work environment**

This job may require you to work in a secured setting and/or TASC professional office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and/or fax machines.

**Physical demands**

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. Frequently lifts, carries, or otherwise moves and positions objects weighting up to 15 lbs. Frequently bends, kneels, and crouches. Repetitive movement of hands, arms, and legs. Continuous walking, standing, and moving about. The noise level in the work environment is usually moderate.

**Position Type and Expected Hours of Work**

This is a full-time position, with program typical hours Monday through Friday, 8:30 a.m. to 5:00 pm. However, after hours and/or weekend calls from landlords and/or clients may occur and prompt responses will be needed. Program hours may be adjusted as needed in coordination with program requirements, external partners, and TASC.

**Travel**

Travel is primarily local during the business day. However, the position may require travel across nearby counties and communities including occasional out-of-area and overnight trips that may be required to meet the needs of the program. A valid driver’s license, current auto insurance and reliable automotive transportation are required.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee signature below constitutes their understanding of the requirements, essential functions, and duties of the position.

Employee Signature Date

Supervisor Signature Date