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Job Description – Justice Services Program Manager

Department/Program:	Career Empowerment & Inclusion
Reports to:	Senior Manager, Career Empowerment & Inclusion (CEID)
Supervises:	Interns
Employee Classification:	Full time, non-exempt
Last Revised:	January 2026
Main Job Site:	Chittenden Regional Correctional Facility and Winooski Office

Position Summary

The Justice Services Program Manager is responsible for overseeing, managing, and ensuring the effective development, coordination, and delivery of Vermont Works for Women's (VWW) programming supporting justice-involved women, with a primary focus on services delivered at the Chittenden Regional Correctional Facility (CRCF) as outlined in VWW's contract with the Vermont Department of Corrections (DOC) and in accordance with the strategic plan for community reentry services.

This position serves as the primary on-site program lead at CRCF and works in close collaboration with VWW program staff, DOC personnel, community partners, and the Senior Manager for CEID. The Program Manager is accountable for ensuring all contract deliverables, program outcomes, reporting requirements, and timelines are met. The role requires a high level of independence, sound judgment, strategic thinking, and the ability to navigate complex institutional environments, including conflict resolution and competing priorities.

Essential Functions

Program Operations, Personnel, and Professional Development (50%)

- Oversee the day-to-day operations of VWW's justice services programming at CRCF, ensuring alignment with DOC contract requirements and VWW program standards
- Facilitate program delivery as needed, including direct service and classroom-based programming
- Promote a supportive, accountable, and gender & trauma-informed work environment
- Supervise, support, and provide technical assistance to program interns, and AmeriCorps/VISTA members, including ongoing feedback.
- Participate as an active member of CEID, including in sharing in facilitation of regular team meetings to support planning, implementation, problem-solving, program alignment, and continuous improvement.
- Attend meetings with VWW leadership, DOC staff, and federal, state, and community partners as required to support program delivery and evolution
- Maintain regular communication with the CEID senior manager, providing updates on program performance, risks, and emerging needs

Program Development, Evaluation, and Contract Compliance (40%)

- Coordinate the development, implementation, and refinement of program curricula in collaboration with program staff, ensuring content is gender-informed, trauma-informed, in

agreement with VWW strategic plans and CEID priorities, and responsive to in-facility needs

- Oversee the delivery of employment readiness, career exploration, financial literacy, and re-entry support programming as outlined in the DOC contract
- Ensure the consistent operation and oversight of the Career Resource Center at CRCF, including staffing, scheduling, and participant access.
- Ensure CRCF leadership and the DOC Women's Services Division Director receive timely communication regarding anticipated and/or unplanned programming changes related to the project deliverables.
- Oversee the collection, accuracy, and timely submission of program data and outcome measures required by DOC and other funders
- Create, maintain, and update program documentation, policies, and procedures in alignment with contract and compliance standards
- Develop and maintain evaluation frameworks to assess participant experience, program effectiveness, and outcomes
- Maintain strong working relationships with DOC staff and community partners through regular communication and coordination
- Provide program data, narratives, and documentation to support contract reporting, grant reporting, and audits as assigned

Fiscal and Program Management (10%)

- Manage justice services program budget, including planning, expenditure monitoring, and financial review to ensure fiscal responsibility, sustainability, and contract compliance.
- Oversee program operations and resources, identifying risks or program adjustments to meet participant needs and DOC contract deliverables.

Additional Duties and Responsibilities:

- Attend occasional evening or weekend meetings, trainings, and public events as required

Schedule and work environment

- The schedule typically operates within standard business hours.
- Most days will be in either the Chittenden Regional Correctional Facility or the VWW Office in Winooski. Only limited telework is permitted..
- Some travel is required for off-site meetings and trainings
- Must be able to occasionally lift and/or move up to 10 lbs.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Job Requirements

Education & Experience

- Bachelor's degree preferred
- Minimum of five years of experience in a human services, workforce development, corrections, or related field, with a focus on serving women preferred
- Relevant combinations of education and experience will be considered
- Experience working with justice-involved or incarcerated women strongly preferred

Specific Skills and Knowledge

- Demonstrated experience managing complex programs with multiple stakeholders and deliverables
- Strong operations and organizational management skills
- Ability to work independently, prioritize strategically, and meet deadlines with minimal supervision
- Comfort navigating conflict, facilitating difficult conversations, and resolving performance or interpersonal issues
- Experience with curriculum development, facilitation, and program evaluation
- Knowledge of the criminal justice system, generational poverty, substance use disorder, childcare barriers, wage inequity, and other factors impacting women's economic stability in Vermont
- Proficiency in Microsoft Word, Excel, Outlook, and data tracking systems
- Valid driver's license and ability to pass required background checks

Success Factors (i.e. personal characteristics that contribute to excelling in position)

- Strong commitment to and enthusiasm for VWW's mission and values
- Excellent communication skills, both written and verbal
- Ability to manage multiple, competing priorities while maintaining attention to detail and compliance
- Demonstrated resourcefulness and strategic thinking in program planning and execution
- Ability to move work forward thoughtfully and effectively within complex systems and constraints
- Comfort operating in structured, policy-driven environments while advancing program goals
- Professionalism, tact, diplomacy, and sound judgment
- Collaborative leadership style balanced with accountability and decisiveness
- Sense of humor and resilience in a complex institutional setting