



Position Description Residential Manager

Position Summary: *To provide general oversight and coordination of all residential activities as it pertains to the residential shelter based in Polk County, Texas.*

Qualifications

- Two years proven experience in social services residential management and/or
- 4 years working in a social service residential program.
- Bachelor's degree in Human or Social Sciences
- Two years toward a college degree
- High School Diploma and/or GED with experience in customer service work environment

Personnel Supervision:

- Oversee the functions of the Residential Advocates and provide backup services as needed.
- Create monthly schedule for work and on call coverage to provide for 24-hour services by the 20th of each month
- Facilitate weekly case management and training meetings with the residential staff.
- Recruiting, hiring, training, and ongoing evaluation of residential team performance
- Conduct one on one meetings at least once a monthly with residential staff

Building & Equipment Maintenance:

- Monitor safety and cleanliness inside and outside of the physical structure and report concerns to administration.
- Ensure the facility meets grantor and agency requirements.
- Maintain safety and security of the physical structure of the shelter facility
- Oversee maintenance of all residential equipment and report concerns to administration
- Ability to prioritize maintenance needs and concerns.
- Work with other staff to find resources for residential facility and program

Statistics and Reporting:

- Review all residential paperwork on a daily and weekly basis.
- Oversee compilation of residential reports for different grantors and internal reports
- Ensure completion of monthly data entry of residential client services data into the Osnum Tracking System
- Assist the Polk County Coordinator in maintaining required documentation according to grantor and organization policies.

Client Services:

- Maintain confidentiality of client information and shelter locations
- Respond to 24-hour hotline, providing crisis intervention and support services.
- Use crisis intervention and peer support techniques to facilitate recovery from abuse, decrease the effects of experienced trauma, address negative feelings and behaviors, aide in clients' own self-awareness, and resolve both intrapersonal and interpersonal conflict.
- Provide information to clients about family violence and sexual assault dynamics.
- Provide information to clients about basic life skills, healthy relationships, parenting, budgeting, and other tools to support self-sufficiency.
- Perform support duties to include maintenance of daily communication logs, client service logs, client intakes, client paperwork, regular inventories, and hotline documentation.
- Provide information and referrals to clients to assist in access to community, medical, legal, and employment resources.

Program Oversight:

- Oversee the ongoing case management of residential clients
- Evaluation of client progress, and working with Advocacy staff to identify needed resources and/or options
- Ensure weekly house meetings are conducted.

- Coordinate clients need to access donations and other resources
- Ensure clients have access to personal accompaniment to court and other community meetings through the case management / advocacy process.
- Coordinate residential education and support groups
- Ensure that groceries stay appropriately stocked through coordination of grocery shopping and/or purchasing through a local food bank
- Work with the Polk County Coordinator to ensure communication between shelter programs
- Provide direct service and on call coverage to the agency as needed to ensure 24-hour availability of quality services
- Assist with the creation and maintenance of a job manual specific to the functions of Residential Advocacy staff
- Attend agency meetings as requested by the Polk County Coordinator
- Collaborate with volunteers to provide shelter support services
- Assist the Polk County Coordinator in maintaining a positive relationship with other agencies, community representatives, funders and professional organizations in the community
- Work with other community agencies and as a part of a collaborative team to develop and implement comprehensive community wide services for victims of sexual abuse and/or family violence
- Attend agency sponsor community events as requested.

Personal Skills:

- Ability to remain calm and make decisions effectively while coping with crisis situations
- Ability to understand and comply with confidentiality policies
- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Maintain an understanding of appropriate boundaries and relationships with both clients and staff
- Requires good verbal and written communication skills
- Must have emotional/physical stamina to deal with prolonged crisis situations
- Ability to work independently without supervision
- Ability to be flexible and change duties with short notice as needed

Physical/Sensory:

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

Supervisor: Polk County Coordinator
Work Schedule: Monday through Friday and on call duty (some weekends and holidays required)
Location: Residential and Outreach Facilities in Polk County (Polk County Manager)
Status: Non exempt, Full-time

*****This position is made possible fully or in part by existing grant funding; continued employment and salary could be contingent on funding renewal with applicable grants. *****

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties and skills required for the position.

Staff

Date

Supervisor

Date