

**Job Description**

**Job Title:** Residential Services Coordinator **FLSA Status:**  Non-Exempt

**Department:** Betty Ann Kraknke Center (BAK)

**General Summary:**

Assists in facilitating daily operations of the Betty Ann Krahnke Center and promotes the health, safety and well-being of women and children who are domestic violence survivors in a trauma informed care setting. Under the direction of the Program Director, assists with hiring new staff, implements training and shift supervision of staff and coordinates with Lead Residential Advocates to assure full 24/7 shift coverage. Assists with daily operations of the food service and childcare center. This position and all other residential advocate staff are considered ‘essential employees’ and are expected to report to work during weather emergencies and other unusual events.

**Principal Responsibilities and Duties:**

1. Coordinates daily operations of residential facility including hiring, training supervision and evaluation of residential staff, in compliance with the FSI policies, procedures and organizational values. Provides direct oversight to Residential Advocates, Lead Residential Advocate, Cook, and Child Care Coordinator.
2. Provides orientation and ongoing training to residential staff on BAK center procedures, regulations, domestic violence issues and the staff role in ensuring a safe and healthy living environment for residents. Ensures that safety drills, info notes, log notes and incident reports are timely and accurate assuring that they are reported to the Program Director in a timely manner.
3. Schedules staff to ensure coverage for all shifts and may cover shifts if there are no other alternatives. Reviews and approves residential staff time sheets. Assists PD and Therapist with 24-hour on call coverage for residential emergencies.
4. Coordinates requests to Montgomery County Facility Maintenance (DGS). Ensures that health and safety issues are addressed in a timely manner. Coordinates residential facility cleaning and repairs and ensures that BAK vehicles are properly maintained. Completes weekly maintenance facility documentation and submits weekly to PD. Conducts and coordinates monthly fire and safety drills.
5. Provides oversight for the Childcare activities and ensures that safety standards are maintained in the childcare room. Assists Child Activities Residential Advocate in planning age-appropriate activities for children and their parents, and recreational events within and outside of the facility, in collaboration with Lead Residential Advocates.
6. Assists and oversees the Cook and ensures that nutritious food is prepared and provided to residents per established menu, nutritional guidelines, and schedule. Provides oversight for food purchases. Ensures that daily point of service counts is recorded in an accurate manner, and reviews CACFP program reports to ensure accuracy and completeness. Maintains Food Service Manager certification and ensures that staff follow safe food procedures.
7. Assures daily communication and documentation is completed daily and reported to PD.
8. Complete other duties as assigned to meet the needs of the residents and facility.

**Knowledge, Skills, and Abilities Required:**

1. Bachelor’s degree in social work, counseling, psychology, or closely related field, with a minimum of one year of relevant residential facility experience.
2. Must have significant supervisory experience and obtain food service manager certification.
3. Must be able to work a flexible schedule with some evenings and weekends.
4. Experience working with trauma survivors preferred.
5. Must be able to lift 30 pounds, stand, stoop, sit, bend at waist and knees and possess overall body flexibility.
6. Bi-lingual is a plus but not required.

**Working Conditions:** *Note: Reasonable accommodations may be made to enable a qualified individual with a disability(s) to perform the essential functions of this position.*

1. Work occurs in a residential care environment where noise and distractions are common.
2. Work requires frequent use of a computer.
3. Work requires standing and walking for approximately 51-80% of time.
4. May be required to work evenings, weekends, and holidays to facilitate programming.

**Reporting Relationships:**

1. Reports to the Program Director.
2. Supervises Food Services Manager and Residential Advocates.

**Employee Receipt:**

I have reviewed this job description.  I understand that it is my responsibility to ensure my understanding of these duties and determine that they accurately reflect my job requirements. If that is not the case, I understand that I must inform HR in writing of any claimed inaccuracies so that such questions can be addressed and resolved.  My failure to do so will be taken as my concurring with the accuracy of my job description.

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Signature (Employee) (Date)

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**Approvals:** ☒ Approval verified by Division of Human Resources Staff

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Name Title Date

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Name Title Date

The above statements are intended to describe the general nature and level of work being performed by positions assigned to this class. They are not be construed as an exhaustive list of all responsibilities and duties of positions so classified.

Revision History

Reviewed Date \_\_\_\_\_\_\_\_\_\_ Reviewed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Date \_\_\_\_\_\_\_\_\_\_ Reviewed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Effective Date: 8/19

Revised: 10/22