# YWCA of Annapolis & Anne Arundel County

Position Overview:

Reporting to the CEO, the Residential & Outreach Services Director provides comprehensive administrative oversight and management of the Domestic Violence and Sexual Assault services operating through the YWCA’s Domestic Violence Safe House Shelter*.* Oversight and management includes regular supervision and guidance of staff, fiscal oversight, identification and procurement of renewal and new funding, coordination of reporting requirements, establishing and sustaining funder relationships, design and implementation of programmatic best practices, refinement of efficient practices surrounding daily operations, and supporting the advancement of organizational priorities/initiatives. Additionally, the Director is responsible for the community education initiatives of the organization. While many position responsibilities are outlined, it is understood that other duties are identified and assigned by the CEO.

*The Residential & Outreach Services Director is the first point of contact for all Safe House staff, volunteers, interns, clients, and vendors.*

Essential Job Functions

**Staff Supervision:**

* Supervision of the domestic violence and sexual assault staff and volunteers;
* Develop and manage program and on-call schedules;
* Post, screen and interview to provide hiring recommendations;
* Provide orientation and ongoing team member training;
* Perform annual performance reviews for staff in accordance with YWCA policies;
* Conduct regular staff meetings;
* Provide necessary support regarding schedule including emergency coverage;
* Outline and provide specific mentoring and advancement training initiatives for staff;
* Provide comprehensive oversight of electronic records system (Social Solutions/Apricot) and ensure accuracy;
* Verify validity and accuracy of all expenditures, timesheets and records;
* Manage program-specific volunteers including onboarding, training, and tracking of hours.

**Client Relationships:**

* Maintain/revise programmatic policy and procedure manual for staff and residents as needed;
* Develop and refine programmatic processes to ensure beneficial experience for clients;
* Build constituency and partnerships to provide continuum of resources leading to independence for clients;
* Supervise safety plans for clients enrolled in the program;
* Lead community outreach program initiative and participate in the Advocacy & Outreach Committee of the organization;
* Administer and assess client satisfaction surveys.

**Program Management:**

* Ensure accurate and timely data collection needed for the program;
* Complete all reporting requirements;
* Attend program management team meetings;
* Maintain a summary of expenditures;
* Ensure compliance with grant/contract requirements;
* Write renewal and new funding proposals;
* Identify and apply for new funding opportunities (minimum $150K annually);
* Actively manage program budget.

**Program Specific Items:**

* Ensure the efficacy of the 6-week training program;
* Ensure crisis hotline is managed and fully staffed;
* Provide referrals and information to clients;
* Maintain accurate crisis logs and case files;
* Ensure clients receive case management on a regular basis;
* Develop and conduct varied education presentations and curriculum;
* Establish on-call policy for staff and volunteers.

Requirements:

* Minimum of a Bachelor’s degree in Social Work, Human Services, and/or related field;
* Knowledge of the dynamics of domestic violence and sexual assault;
* Proficient in Microsoft Office products;
* Excellent grant writing skills;
* Ability to handle multiple tasks in a fluid and dynamic environment;
* Ability to work independently and with sound judgment;
* Ability to make effective educational presentations with strong verbal communication skills;
* Ability to work a variety of shifts in support of a 24 hour a day, 7 days a week operation;
* Able to bend and lift 40 pounds;
* Clear background check;
* Reliable transportation and driver’s license.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.