

## **RESIDENTIAL SERVICES DIRECTOR HEARTLY HOUSE, WINC.**

The Residential Services Director is responsible for ensuring that the highest standards for trauma informed client safety and supportive services are available 24/7 for victims of power-based violence (intimate partner violence, sexual assault, human trafficking, and child abuse) in Frederick County, MD.

This is an exempt, full-time, on-site position that reports directly to the President & Executive Director.

### **AREAS OF RESPONSIBILITIES**

#### Strategic Management, Planning & Oversight:

- Engaged member of a strategic and dynamic Leadership Team, providing input from staff and feedback for agency planning, management, visioning, budgeting, etc.
- Maintains continuity of service provision including planning, development, delivery, expansion, and evaluation of agency programming, particularly as they relate to residential services
- Responsible for positive agency visibility and engagement in the community through participation in appropriate community task forces, planning groups, and associations at a local, state, and national level as needed or required
- Collaborates effectively with Heartly House staff in the coordination of care for clients
- Responsible for establishing and monitoring appropriate referral agencies/individuals to obtain additional needed services for clients on an on-going basis
- Advocates on behalf of clients while also maintaining and growing professional partnerships

#### Operations:

- Responsible for the day-to-day efficient and trauma informed operations of residential services including emergency shelter, transitional housing, rental assistance, and service coordination
- Responsible for the recruitment, selection, training, development, supervision, evaluation, and termination of residential services staff in accordance with Heartly House's human resources policies and procedures
- Responsible for ensuring that Residential Services programs are operated in accordance with trauma informed principles, by providing trauma informed training,

creating trauma informed policies and practices, and monitoring staff behavior and attitudes to ensure they support a trauma informed culture

- Responsible for development, administration, and control of the department budget, appropriate cost containment, and fiscal oversight on expenditures, as well as the timely procurement and control of supplies and items for service delivery
- As a member of the Leadership Team, actively participate in the creation and monitoring of the agency budget
- Responsible for the development, maintenance, and monitoring of professional standards and best practices in all aspects of shelter, housing, and service coordination services, programs, and functions
- Responsible for the oversight of the assessment and determination of eligibility of requests for shelter, rental assistance, and/or transitional housing services
- Provides shelter coverage and direct client services to include the development of service coordination plans; daily crisis intervention and support to clients in shelter; on-going service coordination meetings and monitoring of progress on service coordination plan; follow-up service coordination support, resources, and referrals, as needed
- Responsible for effective staff scheduling and on-site coverage. Ensures appropriate shelter coverage for times when staff is not available due to illness, vacation, or other personal time off.
- Ensures availability for on-call consultation with shelter and housing staff on a 24/7 basis and is available personally as needed for consultation and triage for shelter, housing, and service coordination assistance
- Responsible for administration of client records including keeping all records up-to-date, complete, accurately filed, and closed as appropriate
- Responsible for the complete confidentiality of client records and protection of client rights
- Collaborates with Grants Manager to write applications for residential services and completes monthly, quarterly, and annual grant statistics and narrative reports according to grant requirements
- Maintains a caseload, as appropriate
- Other duties as assigned by the President & Executive Director

## **EDUCATION AND EXPERIENCE**

- BA/BS in human services, social work, psychology, or related field. Practical experience may be considered in lieu of some education requirements.
- Requires five (5) years of supervisory experience in a non-profit agency environment.

- Requires three (3) years of crisis intervention experience and documented development of crisis intervention skills
- Work in intimate partner violence, sexual assault, human trafficking, or child abuse preferred
- Ability to work flexible hours
- Ability to work independently as well as part of a team
- Strong writing and communication skills
- Ability to effectively use computers, including Windows, Microsoft Office Suite, and database software
- Successful completion of Heartly House training sessions within probationary period

Salary range: \$75,000-\$80,000/year

Please submit your resume and cover letter, describing the value you would bring to the position, to Inga James ([ijames@heartlyhouse.org](mailto:ijames@heartlyhouse.org)) by close of business October 31, 2023.