



Job Description | Director of Residential Services, FT

Position Title: Director of Residential Services

Supervisor: Deputy Director of Services

FLSA Status: Exempt

Employment Status: Full Time

Salary Range: \$70,000

The **Residential Director** is responsible for the administration, management, and growth of the residential program and serves as part of the HopeWorks management team. The Residential Director will have program management responsibilities including ensuring that the program is survivors-centered and trauma-informed in response to intimate partner and sexual violence, serve as the local representative for the Howard County Coordinated Entry System of Homeless Services, and the evaluation of policy and procedure for the Residential Program. The Residential Director provides vision and leadership to ensure quality service provision and coordination of services to residential clients. This position ranges widely in duties and responsibilities and is ideal for a reliable, flexible, and energetic professional.

HopeWorks is a nonprofit agency with a mission to support and advocate for people in Howard County affected by sexual and intimate partner violence and to engage the community in creating the change required for violence prevention. HopeWorks' services include advocacy, counseling, shelter, legal resources, prevention education, community wellness programs and volunteer opportunities. HopeWorks' staff, board and volunteers are invested and engaged in altering the systems and imbalances of power that maintain the status quo - including racism, poverty, and gendered violence. The successful candidate understands the root causes of sexual and intimate partner violence and a commitment to social justice.

Minimum Qualifications

- Bachelor's degree in psychology, human services, social work, or related field (Master's Degree preferred but not required)
- Extensive experience working in a residential service setting
- Extensive knowledge of residential services, intimate partner violence and sexual violence
- Two years of supervisory or program management experience
- Experience and ability to work with a multi-disciplinary team
- Excellent oral and written communication skills
- Excellent organizational skills with high attention to detail
- Passionate about the mission of HopeWorks
- Team-oriented and able to effectively motivate a team
- Ability to implement a strengths-based approach to providing trauma-informed services
- Ability to manage and supervise a staff
- Demonstrated commitment to integrating an intersectional equity and social justice framework
- Current driver's license and reliable transportation with up-to-date insurance

Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software

Bilingual candidates with oral and written fluency in English and Spanish strongly encouraged to apply.

Essential Duties and Responsibilities

SUPERVISION AND SUPPORT

- Supervise residential staff and interns, including hiring and evaluating job performance
- Ensure twenty-four-hour staffing of residential program and provide on-site coverage, if necessary
- Train and support staff to provide coordination of services, advocacy, resources, and referrals to clients

- Provide back-up supervision of safe house staff on an ongoing basis
- Provide individual supervision to all residential staff

PROGRAM MANAGEMENT SUPPORT

- Develop policies and procedures to ensure quality services for clients and accountability for staff
- Provide ongoing assessment and evaluation of the residential program to ensure that client needs, agency standards and funding requirements are met
- Collaboration with administrative staff in grant writing and reporting, to ensure that residential utility, maintenance, and transportation bills are paid
- Working collaboratively with the Deputy Director for Operations, manage client financial assistance, staff reimbursements, and maintenance of financial records and receipts for the residential program
- Manage all residential staff, to include a Residential Manager and Residential Coordinators to ensure smooth service delivery and operation of the shelters
- Document and address client appeals and grievances in a timely manner
- Review client files to ensure that agency and funding standards are met
- Identify and develop community partnerships that strengthen residential services to clients
- Ensure that the physical appearance of all residential facilities meets agency standards
- Prioritize the use of best and evidence-based practices, including researching programming trends and current practices being used in other jurisdictions regarding survivor-centered service provision and best practices for residential operations
- Other duties as assigned

PLANNING AND COORDINATION

- Participate on the agency’s management team
- Organize and lead weekly residential meetings and at least annual team retreats
- Maintain a positive and collegial working relationship with outside agencies, including state-wide shelter directors
- Participate in the MNADV Shelter Directors’ meetings
- Meet with the Deputy Director for Services and/or Executive Director for regular supervision
- Assist with community presentations, as applicable
- Participate in the Howard County Coordinated Entry System of Homeless Services committees

Core Competencies

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

PROFESSIONALISM	Thinks carefully about the likely effects on others of one’s words, actions, appearance, and mode of behavior. Selects the words or actions most likely to have the desired effect on the individual or group in question.
APPROACHABILITY	Being accessible, consciously breaking down perceived barriers, having appropriate body language, and using verbal communication for program participants and co-workers to feel comfortable giving and receiving feedback.
MANAGEMENT SKILLS	Involves staff in planning, decision-making, facilitating and process improvement; is available to staff; provides regular performance feedback; and develops subordinates’ skills and encourage growth
CRISIS INTERVENTION	Responds appropriately to a client in crisis. Uses a variety of methods to offer short term, immediate help to individuals who have experienced an event that produces mental, physical, emotional, or behavioral distress.

CRISIS MANAGEMENT	Makes sound and timely decisions under pressure. Recognizes what is most suitable in particular situations. Effectively makes decisions in non-standard situations. Exhibits independence, decisiveness, and responsibility. Clearly and persuasively communicates decisions and orders to avert crises.
DELEGATION	Delegates work assignments, gives authority to work independently, sets expectations, and monitors delegated activities
LEADERSHIP	Inspires and motivates others to perform well and accept feedback from others.
INITIATIVE AND CREATIVITY	Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.
COMPASSION	Show kindness, care, and a willingness to help and support others, including program participants and co-workers.
COMMUNICATION SKILLS	Writes and speaks effectively, using conventions proper to the situation; states own opinions clearly and concisely; demonstrates openness and honesty; listens well during meetings and feedback sessions; explains reasoning behind own opinions; asks others for their opinions and feedback; asks questions to ensure understanding; exercises a professional approach with others using all appropriate tools of communication; uses consideration and tact when offering opinions.
COOPERATION AND TEAMWORK	Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups; coordinates own work with others; seeks opinions; values working relationships; when appropriate facilitates discussion before decision-making process is complete.
QUALITY OF WORK	Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.
RELIABILITY	Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
PROBLEM SOLVING	Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.
SUPPORT OF DIVERSITY	Treats all people with respect; values diverse perspectives; participates in diversity training opportunities; provides a supportive work environment for a multicultural staff; applies HopeWorks' commitment to cultural proficiency; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion, mental or physical ability, health status, nation of origin, gender identity or expression or sexual orientation; recognizes differences opportunities to learn and gain by working together; values and encourages unique skills and talents; seeks and considers diverse perspectives and ideas.
JUDGMENT	Displays willingness to make decisions; exhibits sound and accurate judgment; analyzes problems skillfully; uses logic to reach solutions and make timely decisions.
PLANNING AND ORGANIZATION	Prioritizes and plans work activities; uses time efficiently; and develops realistic action plans.

MATHMATICAL SKILLS	Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Compute rate, ratio, and percent, and draw and interpret bar graphs.
PHYSICAL DEMANDS	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

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TO APPLY: Applicants must complete an online application and submit a resume and letter of interest. No phone calls please.

Online Application Link:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=75987&clientkey=57F0B2A019C74484C2E21C815D921A34>.

Applications submitted without a cover letter and resume will not be reviewed. The review of applications will begin immediately and continue until the position is filled.

HopeWorks is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, gender identity, marital status or sexual orientation, in accordance with federal and state law.