



# House of Ruth Maryland

## Position Description Residential Services Manager

<b>Name:</b>	Vacant
<b>Reports to:</b>	Director of Programs and Clinical Services
<b>Position Level:</b>	8
<b>FLSA Status:</b>	Exempt
<b>Job Classification:</b>	Full-Time

**Position Summary:** The Residential Services Manager is responsible for the management of the on-site residential services including emergency Hotel placement, the Emergency Shelter, and the Extended Stay Transitional Housing Program. Shelter Residents are traumatized both by the intimate partner violence they experienced, and the sudden experience of homelessness. Families may also have unrelated trauma experiences from their lives. The on-site residential services are provided in a trauma informed environment, focused on creating a welcoming and peaceful environment, engaging and encouraging survivors under Voluntary Services and Harm Reduction program models. The Manager is responsible for ensuring the daily operations of the 84 bed building, including operations support, resident support, food service, and administrative support. The Manager works closely with the Contact Center Manager, Clinical Services Manager, and Service Coordination Manager to support residents in achieving their stability and safety goals. Residential services is one of HRM's most visible and requested services, and this position is responsible for maintaining program integrity within the agency and externally in the community, furthering the agency mission, vision and values.

### **Primary Responsibilities:**

- Direct, manage, oversee and hire Residential Program staff; oversee and coordinate work allocation, training, supervision, and performance evaluation of the staff and ensure that all work related to timely, accurate, and effective delivery of services is completed.
- Directly supervises the Shelter Supervisors, Food Service Manager, and Program Assistant; overseeing and coordinating work allocation, training, and supervision and performance

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- Provide content for and execute training of all new and current Residential Staff, with focus on resident engagement, supportive listening, crisis intervention, and intimate partner violence knowledge skills.
- Actively oversee the efficient operation of Residential services, including food service, administration, volunteer and consultant services, and resident related services.
- Liaison to Facilities Manager for telephones, security systems, building plumbing/ electrical/ mechanical systems, and maintenance and repair.
- Identify opportunities to utilize trainees and volunteers to enhance the operations of the residential programs; oversee and coordinate work allocation, training, supervision and performance evaluation.
- Liaison to internal HRM departments to coordinate on-site programming and intersection of services provided.
- Liaison to IT Department, arranging technical support, identifying training needs, resolving problems, and requesting necessary software and hardware installation.
- Liaison to external stakeholders, such as Hotel providers, to ensure services are provided to HRM standards and to resolve client issues that arise.
- Manages implementation and provision of contractual services, including monitors and ensures compliance with terms of contracts and grants.
- Manages implementation and compliance with tax credit requirements. Maintains accurate records and acts as Site Manager.
- Develops and maintains program and operations manuals that contain up to date program policy, procedures, and forms.
- Ensures necessary posting of signs, licenses, inspection certificates, and notices.
- Manages key control system, including procurement, distribution, record keeping and quality control.
- Safety coordinator for residential facilities, including fire, health, and safety. Establishes program standards consistent with codes and regulations, and best practices. Ensures compliance with program standards. Monitors facility for safety risks; initiates action to repair hazards.
- Maintains purchasing records, furniture and equipment inventory, records related to warranties and service contracts, and resident records.
- Manages and coordinates purchasing of supplies (building, office, resident commodities, food commodities), accountability, bookkeeping, and cost control.
- Coordinates donations (receiving, sorting, distribution, and storage) within Residential programs and in conjunction with Administration/ Development in soliciting and recording donations. Oversees facility storage areas.
- On Call for emergencies, providing assistance and consultation to staff for management of facility related and staffing emergencies. Ensures 24 hour coverage.
- Back up to contact center for answering 24 hour hotline.

- Screens and accepts new women into Emergency Shelter Program. Determines with Supervisor input which participants will graduate to Extended Stay.
- Provides quality assurance monitoring of resident services, including file review, attendance records, and ETO data entry efforts of staff; ensuring staff have the skills to utilize the software's capabilities and putting processes in place to ensure consistent, accurate, and quality entries.
- Compiles and analyzes participant information for trends and produces weekly and monthly reports.
- Meets with residents individually and in groups to support progress, resolve issues, and gather feedback on programming.

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*

**Authority:**

- Hire and terminate staff with Director of Programs and Clinical Services approval.
- Authorize admission to Hotel, Emergency Shelter, Extended Stay.
- Create staff and volunteer work schedules and approve schedule modifications.
- Create goals and performance plans for staff members.
- Develop and implement processes and program procedure modifications with Client Services Director approval.
- Recommend goals for department.
- Evaluate staff. Implement disciplinary action in consultation with Human Resources and Director of Programs and Clinical Services.
- Approve department expenditures that are budgeted.
- Recommend expenditures outside of budgeted items or limits.
- Reviews and certifies compliance with tax credit requirements.
- Distribute material goods as outlined in procedures.
- Enter into service partnerships with appropriate organizations and programs in conjunction with Director of Programs and Clinical Services.
- Determine participant length of stay and termination from program.
- Reviews and overturns/ approves decisions by staff related to resident exit and grievances.
- Represent the agency with donors, area service providers, and volunteers.

**Accountability/ Measures of Success:**

- There are at least two staff members in the building at all times, one of those staff must be a staff person with the skills to answer the 24 hour hotline.
- Program procedures are carried out in a uniform manner, with a focus on compassion for program participants and consistency in explanation of purpose.
- All staff meet program quality and service targets: including deadlines for timely and accurate completion of paper and electronic documentation and data entry efforts.
- Data required to analyze effectiveness of program is current and readily available at all times.
- Participants are well educated on program requirements and resources available to them through the HRM.

- Material goods and commodities are disbursed within budget and have appropriate documentation to justify expenditures.
- Tracking mechanisms are in place to produce the information needed to efficiently run the program within budget.
- Participants and volunteers in the program feel welcomed and have the basic tools they need to be successful (i.e. contact information, access to resources, clear instructions on activities)
- Participant crises that negatively affect the health and safety of program participants and staff are handled swiftly, sensitively, and with the effect of de-escalating the current crisis with least harm to all involved. Corrective action plans are implemented to prevent similar crises from occurring in the future.
- Personal relationships with area service providers are created that have the potential to support participants in their successful attainment of goals or resources.
- Program and grant audits meet agreed upon standards of excellence.

**Experience/ Requirements:**

- Bachelors Degree with a minimum of four years demonstrated ability to supervise paid or unpaid staff; OR 6 years of experience in a residential setting with a minimum of 3 years as a residential supervisor.
- Demonstrated ability to provide the leadership that enables staff to consistently meet goals.
- Excellent oral and written interpersonal skills with a strong ability to relate to a diverse range of individuals including victims, children, donors, and community professionals.
- Be able to work in a fast paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Skilled at project planning and organizing.
- Experience in working successfully across departments/ teams to achieve objectives.
- Experience with conflict resolution/ mediation.
- Demonstrated management of program operations.
- Demonstrated management of budgets.
- Ability to lift and carry up to 20 pounds.
- Demonstrated ability to understand systems technology and manage data collection and analysis.
- Demonstrated ability to translate data into well written and comprehensible reports.
- Demonstrated ability to provide the leadership that enables staff to consistently meet goals.
- Ability to pass a criminal background check.
- Ability to understand intimate partner violence and how it affects the client population.

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