

## Job Description

### ASSISTANT DIRECTOR OF RESIDENTIAL SERVICES

#### JOB SUMMARY

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The Assistant Director of Residential Services compliments the Director of Residential Services in managing the daily operations of a 49-bed emergency shelter for survivors of domestic violence. This role actively monitors procedures and practices that focus on quality, efficiency, and mission alignment. The Assistant Director of Residential Services assists with the planning, developing, and supervising the daily activities of the Shelter residential team and service team personnel who provide support to the Willow DV Center Shelter Survivors, and ensures that services are provided in a trauma informed manner in adherence to Willow values. This position assists with the development and implementation of support services, objectives, and policies and procedures in accordance with Federal and State regulations.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### JOB CONCENTRATION

- Fosters a collaborative environment of excellence and accountability to ensure that the responsibilities and authorities of all staff are defined and understood.
- Works with Shift Supervisor(s) to ensure Shelter is adequately staffed.
- Leads, mentors, engages and develops teams to maximize their contributions, including recruiting, assessing, training, coaching and managing performance.
- Assists with training initiatives for all staff, to include General Orientation, required in-service training and other focused training for residential shelter and service teams.
- Supervises the activities of the staff to ensure that they are working efficiently, and a professional environment is maintained in the facility.
- Evaluates the performance of the shelter and service team members, and presents the reports to the Director of Residential Services for further evaluation of team members.
- Assists the Director of Residential Services in the development, implementation, and evaluation of policies, procedures and guidelines on an annual and ongoing basis per Federal and State regulations.
- Prepares periodic reports, audits concerning Shelter service.
- Alongside of Shift Supervisors, conducts shelter rounds several times per day, including the beginning and end of shift.
- Assists the Chief Operating Officer (COO) with the Quality Assurance and Performance Improvement program; will develop and implement appropriate plans of actions as needed.
- Participates in strategic planning and meets the applicable goals of the Agency as defined in its Strategic Plan.
- Serves as contributing thought leader for the strategic direction of the Agency in fulfilling our mission, vision and strategic goals in alignment with our values.
- Assists the Director of Residential Services in the design, implementation, and evaluation of program standards that ensures consistent delivery of care and maintains and promotes shelter client's rights.
- In the absence of the Director of Residential Services, the Assistant Director of Residential Services performs the duties of the Director

#### OTHER DUTIES AS ASSIGNED

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- Serves on Agency Leadership Team to inform on agency policy, strategic decisions, and implementations.
- Represents the Agency at the leadership level to community groups and speaking engagements when Director of Residential Services is not available.
- Provides on-call coverage for the shelter.
- Attends and participates in pertinent agency meetings and trainings.
- Maintains confidentiality and completes all job responsibilities in an ethical and culturally competent manner.
- Any other duties as may be assigned.

## REQUIRED QUALIFICATIONS

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### Education & Experience:

- ✔ Associates degree in the Human Service or related field required, Bachelors/Masters or comparable work experience is preferred.
- ✔ A minimum of three years of experience, preferably in a residential setting. A minimum of one year of supervisory and data collection experience.

### Skills

- ✔ Understanding, influencing, and serving others are important attributes in this position.
- ✔ Self-directed and results-oriented, demonstrating initiative and follow-through
- ✔ Excellent communication skills (verbal and written) are required.
- ✔ Must be adaptable and flexible.
- ✔ Demonstrated relationship building and maintenance skills, including empowering and developing others, conflict management, and fostering cooperation.
- ✔ Ability to solve practical problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- ✔ The ability to display a high degree of professionalism while keeping difficult situations in proper perspective is essential.
- ✔ Apply knowledge, skills and experience, in a way that is informed by professional standards, laws and ethical principles, to develop an opinion or decision about what should be done to best serve our Survivors
- ✔ Possesses the ability to plan, organize, develop, implement, and interpret the goals, objectives, policies, and procedures.
- ✔ Seeks out new methods and principles and competently incorporates them into practices.
- ✔ New York State Driver's License not in jeopardy of being revoked.
- ✔ Ability to work under pressure and successfully meet deadlines.
- ✔ Must be able to sit, stand, bend, reach, and lift up to 30 pounds.

## ADDITIONAL INFORMATION

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- ✔ Department: Management
- ✔ Location: Shill Family Building
- ✔ Reports to: Director of Residential Services
- ✔ Hours/Status: Full-time/Exempt
- ✔ Pay Rate: Starting at 58,000 annually

### HOW TO APPLY

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Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604      ◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including health and dental insurance, paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.