

Job Description

MANAGER OF RESIDENTIAL SERVICES

JOB SUMMARY

The Manager of Residential Services supports the Director of Housing Services to manage the daily operations of Willow Domestic Violence Center's 49-bed emergency shelter. This role actively monitors procedures and practices that focus on quality, efficiency, and mission alignment. The Manager of Residential Services assists with the development and supervision of the shelter residential and service team personnel. The Manager of Residential Services is charged with ensuring all survivors in shelter are provided supportive services 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

SHELTER OPERATIONS:

- Role models positive, professional behavior to include appearance and communication with others.
- Oversees the emergency residential operational day-to-day activities including development, planning, and implementation of all program components; room inspections, shelter monitoring; and all other Shelter activities.
- Oversees the approval/denial of survivor admissions and exits as outlined in the Safe Place Welcome booklet and the coordination of room assignments and other daily Shelter-related routines. In conjunction with the Billing and Admissions Specialist, ensures new survivors receive and understand program requirements, rules, and regulations.
- Supervises residential team members.
- Conducts shelter rounds several times per day, including the beginning and end of shift, and completes room inspections with the Facilities Manager and/or Director of Facility Operations.
- Addresses all shelter community issues including those that foster disharmony, harm to self or others, or criminal activity in a professional, appropriate, and timely manner.
- Completes and/or ensures completion of all written violations, incident reports, and staff shift log narratives and reviews and approves for appropriateness, completion. Ensures follow up with survivors, team members, HR, and other members of the leadership team. Documents all applicable actions and decisions.
- Informs Facilities Operations team promptly of any shelter operations or maintenance needs. Assists with prioritizing and addressing these needs.
- Manages the shelter supply by maintaining routine inventories, supply lists, and purchasing communications -with the Facilities Operations team.
- Supervises survivors' activities ensuring the timely response to questions and concerns are completed in accordance with requirements, rules, and regulations.
- Documents and notifies the Director of Housing Services and HR or the Executive team of survivor's concerns, potential workflow problems, and/or any exceptions to policy that could impact services, operations, and/or security.
- Maintains knowledge of fire, safety, health, and work standards to ensure a safe and positive environment for all.
- Provides emergency assistance to survivors and colleagues as necessary.

PROGRAM OVERSIGHT:

- Assists the Director of Housing Services in the design, implementation, and evaluation of program standards that ensures consistent survivor-centered delivery of care and maintains and promotes shelter client's rights.
 - Assists the Director of Housing Services in the ongoing development, implementation, and evaluation of policies, procedures and guidelines per Federal and State regulations, agency values, and shelter needs.
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- ✔ Through effective communication, ensures agency goals and activities comply with Willow Domestic Violence Center's policies, mission, purpose, and core values.
- ✔ Ensures a welcoming inclusive environment for all survivors to have access services.
- ✔ Works closely with HR and Inclusion Diversity Equity and Access Committee to actively solicit feedback from survivors and team members; lead continual improvement efforts to advance equity in shelter milieu and services.
- ✔ Updates approved forms and manuals as directed by Director of Housing Services and Executive Leadership.
- ✔ Directs available resources (DHS, apartments, community supportive services, etc) in accordance with established guidance, policies and procedures, and goals and objective.
- ✔ Maintains an updated resource binder outlining all pertinent mental health, medical, housing, employment, and other resources for survivors residing at the Willow Domestic Violence shelter.
- ✔ Maintains up-to-date local and regional resource information and disseminates it to staff as appropriate.
- ✔ Recognizes and performs the duties of a mandated reporter as outlined in federal, state, and local regulations as appropriate and in accordance with Willow policies and procedures.
- ✔ Serves as liaison and supports community engagement and collaboration by developing relationships with other service providers including mental health, medical, the County, and other vendors.
- ✔ Collaborates with Monroe County DHS; ensures DHS documentation is submitted timely with 100% accuracy.
- ✔ Ensures confidentiality and data privacy standards are met or exceeded.
- ✔ Attend training courses to stay up to date on best practice standards and remain in contract compliance with funders.
- ✔ Attend and participate in one-on-one meetings with the Director of Housing Services.
- ✔ Attends all assigned meetings, team building gatherings, and community meetings.

STAFF OVERSIGHT AND SUPERVISION:

- ✔ Supervises all Shelter day-to-day staffing activities including training and development, scheduling, and oversight.
- ✔ Oversees the development of shelter team members daily, weekly, and monthly schedules with workloads that achieve program objectives without unnecessary overtime.
- ✔ Works with Shift Supervisor(s) and Executive Support & Scheduling Coordinator to ensure shelter is adequately staffed.
- ✔ Ensures team members performance meets or exceeds program goals and objectives through communication with the Director of Housing Services, other members of the Senior Leadership Team, survivor feedback, service providers, and external program representatives.
- ✔ Facilitates meetings and direct reports one-on-ones, providing informational updates, training, feedback, and opportunities for communication.
- ✔ Provides on-call coverage for the shelter when there is a staffing deficiency.
- ✔ Responds to all emails, text messages and phone calls from Willow leadership and/or shelter team within 15 minutes to ensure prompt communication.
- ✔ In coordination with the Director of Housing Services and Human Resources, interview all potential shelter program new hires.
- ✔ Facilitates shelter related orientations, required OCFS required trainings, and additional Willow Domestic Violence Center trainings and shelter related trainings.
- ✔ Implements progressive discipline for direct reports to manage performance improvements.
- ✔ Completes performance appraisals as directed by Human Resources.
- ✔ Completes biweekly payroll for direct reports and submit on call documents on time.
- ✔ In the absence of the Director of Housing Services it is the responsibility of the Manager of Residential Services to review and approve payroll for the entire residential team.
- ✔ Ensures direct reports receive and understand shelter related policies and procedures.

HOTLINE COVERAGE:

- ✔ Respond to hotline calls when necessary:
 - Provide crisis and supportive counseling/advocacy, information, referrals, and safety planning as needed over the telephone or via text, webchat or messaging in a trauma informed and solution focused manner.
 - Screen and assess risk to determine survivor needs.
 - Link individuals to services at Willow including groups, court advocacy and counseling, and provide information and referrals within the community as needed.
 - Develop safety plans with incoming callers.
- ✔ Document all hotline calls following the agency's procedures.

QUALITY ASSURANCE:

- ✔ Maintains confidentiality and completes all job responsibilities in an ethical and culturally competent manner.
- ✔ Oversees the timely collection and entry of data related to grants or quality assurance projects.
- ✔ Assists the Director of Housing Services and Chief Operating Officer (COO) with the Quality Assurance and Performance Improvement program; will develop and implement appropriate plans of action as needed.

OTHER DUTIES AS ASSIGNED

- ✔ Serves on Agency Leadership Team to inform on agency policy, strategic decisions, and implementations.
- ✔ Attends and participates in pertinent agency meetings and trainings.
- ✔ Any other duties assigned by the Director of Housing Services or Executive Team needed to help drive our vision, fulfill our mission, and abide by our organization values.

REQUIRED QUALIFICATIONS

Education & Experience:

- ✔ Associate 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 support survivors.
 - ✔ Possesses the ability to plan, organize, develop, implement, and interpret goals, objectives, policies, and procedures.
 - ✔ Seeks out new methods and principles and competently incorporates them into practices.
 - ✔ New York State Driver's License that is 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.
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ADDITIONAL INFORMATION

- Department: Residential Services
- Location: Shill Family Building
- Reports to: Director of Housing Services
- Hours/Status: Full-time/Exempt
- Pay Rate: \$58,458.40 annually

HOW TO APPLY

Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604 ◦Email: 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 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.