



Title: Manager of Residential Services

Job Summary:

The primary role of the Manager of Residential Services is to provide overall management of Elizabeth House staff and residents. This position is to be carried out while empowering victims with respect to their safety and their right to self-determination.

Specific Job Functions

- Responsible for overall management of programming and services at Elizabeth House, including Residential staff scheduling
- Oversee Elizabeth House daily operations
- Develop and maintain operating procedures and protocols for Elizabeth House and staff
- Responsible for hiring process of Residential Counselors
- Ensure service effectiveness by utilizing and reviewing established evaluation tools
- Ensure compliance with all required funding standards
- Compile/prepare all required statistics and reports in a timely manner
- Fiscal responsibilities as assigned
- Attend CCADV Shelter Manager meetings and other appropriate meetings/trainings

Program Development:

- Identify and establish programs to meet client needs with the Chief Operating Officer (COO)
- Review and revise appropriate program information and materials

Facilities:

- Responsible for overall management of physical plant maintenance for Elizabeth House
- Ensure building and property is well maintained, including regular cleaning, painting, snow removal, yard upkeep
- Conduct regular inspections of the property to ensure overall safety requirements are met
- Find vendors for identified repairs/upkeep requirements and maintain updated vendor list with contact information
- Coordinate inventory and procurement of food and supplies for facility
- Coordinate all annual and other physical plant inspections, including: fire, smoke detectors, emergency lights, fire extinguishers, escape route postings, and alarm systems
- Maintain upkeep of van

Donations:

- Coordinate all physical plant volunteer projects (i.e. Day of Action); identify needs and match to volunteer groups
- Pick up goods and supplies from Food Bank and other providers/donors
- Coordinate inventory of goods and supplies for facility
- Maintain updated Wish List
- Complete all required reports, including weekly and monthly Food Bank reports, and maintain Food Safety certification

Supervision:

- Supervise all Elizabeth House Residential Counselors
- Provide written evaluations of staff as outlined in Employee Handbook
- Conduct regularly scheduled staff meetings
- Assign specific tasks as needed to Residential staff
- Ensure timely submittal of all paperwork by Residential staff (timesheets, logs, intakes, reports, etc.)
- Actively promote and ensure open communication among Residential staff, and between Residential and Counseling staff

Community Relations:

- Maintain networking and cooperative relationships with community organizations
- Represent the Women's Center on appropriate community and state collaborative efforts

Other:

- Travel as required. Utilize organization van to transport clients to a variety of appointments and as otherwise directed by needs of residents and/or COO
- Other duties as assigned

Qualifications

- MSW preferred, Bachelor's Degree at a minimum; at least two years of domestic violence counseling and advocacy experience
- Supervisory skills required
- Residential experience required
- Bilingual preferred
- Certification as a battered women's and rape crisis counselor per CGS 52-146k, prior to providing direct services to clients
- Basic computer skills required
- Ability to lift 50lbs required
- Comprehensive working knowledge of the dynamics of domestic violence and sexual assault
- Comprehensive working knowledge of Safety Planning/Client Defined Advocacy as it relates to domestic violence and sexual assault victims, and the development of a plan for their safety and the preservation of their right to self-determination
- Basic crisis intervention and counseling skills
- Basic group facilitation skills
- Knowledge of community resources
- Effective oral and written communication skills
- Ability to maintain service records, complete accurate statistical and narrative reports and submit them in a timely fashion in accordance with CCADV and The Alliance Program Standards
- Ability to gather information from and assist a diversity of victims
- Ability to integrate and manage large amounts of information and communicate this information appropriately and effectively
- Ability to develop effective written educational materials regarding domestic violence issues and resources available
- Ability to develop and work with volunteers
- Maintain certification with no less than six (6) hours of in-services annually, in issues related to domestic and sexual violence and advocate job enhancement skills
- Ability to work as an individual as well as a team member
- Strong organizational and interpersonal skills
- Attention to detail

- Ability to be flexible and juggle multiple demands
- Reliable transportation and working telephone required

Supervision:

The COO will provide supervision to the Manager of Residential Services. The supervisor will oversee the work of the Manager of Residential Services, sign the program reports, and conduct verbal and written evaluations of the Manager of Residential Services annually and as needed. Additional assistance will be provided to the Manager of Residential Services at regular meetings facilitated by the Women's Center, CCADV and The Alliance, and through training programs and materials.

Accountability: Chief Operating Officer

Hours of work: 35 hours a week

Classification: Full Time, Exempt