

RESIDENTIAL SERVICES MANAGER

Full-Time, Exempt

Willow Domestic Violence Center is a dynamic and collaborative work environment comprised of dedicated and supportive professionals who care about making our community a better place. Founded in 1978 as Alternatives for Battered Women, our agency has grown to serve as a leading-edge resource and provider in the field of domestic violence services. Join our team to help fulfill our vision of a community free from domestic violence, where healthy relationships thrive.

JOB SUMMARY

The Residential Services Manager is a key member of the Willow Team and is responsible for the day-to-day oversight and evaluation of the residential program using best practices and a trauma informed approach. The Manager will partner with the Shelter Supervisor to ensure the quality of all programming, while remaining in compliance with all regulatory requirements. The ideal candidate is client centered and will have experience in case management, counseling, crisis management, and community resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES

PROGRAM OVERSIGHT

- Provides oversight and guidance to members of the Residential Services team to ensure that clients receive the appropriate services and support using a trauma informed approach.
- Oversees permanent housing program.
- Assists the Director of Programs and Services to develop policies and procedures that reflect a best practice model.
- Ensures that appropriate policies and procedures are developed, maintained and adhered to by all residential staff.
- Ensures that all residential services are in compliance with state regulations and organizational policies and procedures.
- Works alongside the Facility Manager to ensure repairs are documented and completed in a timely manner.
- Develops and maintains community partnerships related to the Residential Services program.
- Creates and maintains an orientation and training program for all Residential Services employees and volunteers.

TEAM MANAGEMENT

- Provides direction and supervision to the Shelter Supervisor, Care Coordinator, Hotline Case Manager, Bridges Home Case manager, Permanent Housing Coordinator and Intake Specialist.
- Facilitates and role models trauma informed care to staff through coaching and training.
- Provides ongoing coaching and counseling to direct reports including written performance appraisals.
- Facilitates weekly Residential staff meetings and other shelter meetings as needed.
- Maintains a process for daily communication amongst the Residential Services team.
- Works in collaboration with Human Resources and the Director of Programs and Services to screen and interview for residential positions as necessary.

DOCUMENTATION AND REPORTING

- Completes all Residential Services statistical reports.
- Maintains the Residential Services billing book and reconciles discrepancies with the Finance Department.
- Compiles, tabulates and analyzes data required by funders to determine program effectiveness, outcomes and measurements, client satisfaction and post shelter stays.
- Submits all appropriate documentation to funding agencies in adherence with their guidelines.
- In conjunction with the Case Manager, reviews and reports to the Department of Human Service (DHS) on client status in the shelter. Communication must be clear and concise, and include client plan, goals, accomplishments, challenges and next steps.
- Using agency software, complete timely and accurate documentation of all services provided to clients and their families.

OTHER DUTIES AS ASSIGNED

- Provides on-call coverage for the agency and shelter as required.
 - Represents Willow shelter at community meetings as requested.
 - Attends and participate in pertinent agency meetings and training.
 - Provides one-on-one counseling to clients as required.
 - Responds to Hotline calls and document following the agency's procedures when necessary.
 - Provides client transportation to and from appointments as needed.
 - Maintains confidentiality and completes all job responsibilities in an ethical and culturally competent manner.
 - Any other duties as may be assigned.
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QUALIFICATIONS

- Bachelor's degree in Social Work or a related field; Master's in Social Work preferred, or an equivalent combination of education and experience.
- A minimum of three years of experience, preferably in a residential setting, with a minimum of two years of supervisory experience.
- Excellent communication skills (verbal and written) are required.
- Adaptable and flexible.
- New York State Driver's License not in jeopardy of being revoked.

HOW TO APPLY

Submit cover letter and resume by mail, email or fax:

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

◦ Email: HR@willowcenterny.org

◦Fax: 585.232.3501

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 401k.

Willow Domestic Violence Center is an Equal Opportunity Employer