

**YWCA Union County
JOB DESCRIPTION**

Title	Director of Residential Services	Department	Residential
Supervisor	Assistant Executive Director for Core Services	Effective Date	1/1/15
Status	Regular Full Time	Grade	Exempt

SUMMARY:

The Director of Residential Services is charged with ensuring respectful, compassionate, survivor-centered responses to all persons seeking residential and/or hotline services, as well as overseeing services to women and families residing in all YWCA residential programs – Transitional Housing, Supportive Housing and supported Permanent Housing. She is responsible for cultivating the strengths, professional growth, and leadership of all staff under her/his supervision.

QUALIFICATIONS:

Must have MA, MSW or related degree. Residential domestic violence work experience required. Minimum 2 years counseling and supervisory experience. Significant knowledge and sensitivity to issues of domestic violence and homelessness and the intersections of DV with other oppressions required. Familiarity with addiction issues, welfare advocacy and immigration law. Commitment to empowerment of women and elimination of racism. Bilingual/bicultural knowledge and skills strongly preferred. Must have valid US Driver's License. High level of written, verbal, interpersonal skills; intermediate PC skills.

ESSENTIAL JOB DUTIES:

- Responsible for the overall management of residential services including the shelter program, Supportive and Transitional Housing, support services in Permanent Housing, and Hotline.
- Responsible for actively creating a safe, empowering living environment for all residential clients.
- In collaboration with the Shelter Coordinator, supervision and administration of all residential staff.
- Responsible for supervising and/or developing the following services: crisis intervention, residential counseling, advocacy, case management and residential support groups.
- Provide direct care services when necessary, including crisis counseling, advocacy and accompaniment, safety planning, information and referrals, hotline and client intervention.
- Responsible for the collection of data and generation of daily, monthly and other required statistical reports.
- Responsible for ensuring compliance with all funder requirements and for maintaining appropriate client files.

- Ensure adequate training for all direct care staff including but not limited to issues of domestic violence, sexual trauma, safety planning, substance abuse, cultural competence, welfare rights, immigration, counseling and intervention skills.
- Responsible for ensuring that all residential and hotline staff receive appropriate, ongoing supervision around issues of personal and professional safety specific to domestic violence work.
- Ensure adequate scheduling and staffing of shelter and transitional programs.
- Provide oversight of on-call schedule for residential department and 24-hour availability to residential staff for crisis or emergencies.
- Oversee the provision of adequate food supply and requirements.
- Ensure residential client's safety- equipment; supervise fire drills, train staff in safety procedures. Communicate with supervisor and finance director to ensure the maintenance and cleanliness of the residential facilities.
- Responsible for program attendance and participation in agency meeting requirements i.e. monthly staff meeting, case review, peer review, Directors Meeting, NJCBW, CEAS and others as required.
- Recommend and participate in the development of new programs, as needed.
- Complete timely performance evaluation of staff.
- Support the professional development of staff, as well as personal development.
- Responsible for assisting the Assistant Executive Director with the development of shelter policies and programs.
- Conduct house meetings and coordinate other groups for shelter residents addressing issues such as social services, stress, nutrition, etc.
- Coordinate clients' participation in community events as needed.
- Attends and presents cases at weekly case management meetings.
- Other duties and responsibilities as needed and directed by the Assistant Executive Director.

Secondary Job Duties:

- Attends staff meetings, conferences and trainings as directed
- Represent agency as required at community events, health fairs, etc.
- Conduct outside presentations as required.
- Maintain flexibility in schedule and activities to meet needs of shelter.
- **Provide shelter coverage if a staff person is not available for a shift.**
- Other duties as assigned.

JOB REQUIREMENTS

Must have excellent oral and written communication skills, an ability to multitask, and good supervisory skills. Must have experience in creating group consensus and facilitating group leadership. Must have a willingness to actively embrace and foster differences in experience, heritage and professional practice. Must be able to represent YWCA Union County in a professional manner under a variety of circumstances. Must be able to work autonomously and as an integral component of a management team. Must also be able to work under pressure with deadlines with a strong work ethic and high quality of professionalism.

NOTE: This job description is a broad outline of the responsibilities and duties of the Director of Residential Services that will be amended as needed to meet the program priorities of YWCA Union County and its ensuing work requirements. It should not be construed as a contract.