



Title: Manager of Residential Services

Job Summary: The primary role of the Manager of Residential Services is to provide overall management of Patricia House staff and residents, as well as provide support, advocacy, safety planning, counseling, and educational services to children and adults who come to The Center for Empowerment and Education non-shelter and/or shelter services through domestic violence, sexual assault and resource programs. 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 Patricia House, including residential staff scheduling/time sheets, donations and program collaborations
- Oversee Patricia House daily operations, staff, residents and the Rapid Rehousing Program (RRH)
- Develop and maintain operating procedures and protocols for Patricia House and staff in conjunction with the Co-Manager
- Responsible for hiring process of Residential Counselors and Case Managers
- Supervise Patricia House Residential Counselors, Case Managers and RRH Case Manager
- Conduct regularly scheduled staff meetings with Co-Manager
- Assign specific tasks as needed to residential staff and residents
- Ensure timely submittal of all paperwork by staff such as timesheets, logs, intakes, reports, ETO data entry, etc.
- Attend CCADV Shelter Manager meetings and other appropriate meetings/trainings as required
- Identify and establish programs to meet client needs with the Director of Victim Services
- Support Co-Manager with any facility management, maintenance and needs
- Travel as required; utilize organization van to transport clients to a variety of appointments and as otherwise directed by needs of residents and/or community-based or RRH clients
- Maintain networking and cooperative relationships with community organizations
- Represent The Center on appropriate community and state collaborative efforts
- Backup the Co-Manager during scheduled time off and/or during emergencies
- Respond to Patricia House on off hours during emergencies or urgent matters that may arise with the facility and/or the residents
- Collaborate and work in conjunction with the Co-Manager to ensure quality services are being provided and the facility management is being maintained
- Perform other duties as assigned by the Director of Victim Services

Direct Services to Non-sheltered and Sheltered Clients:

- Provide crisis response, client intake, advocacy and emergency shelter if appropriate
- Provide hotline coverage some days, week nights and weekends as needed
- Advocate with outside systems regarding clients' needs and provide case management
- Provide trauma-informed individual domestic and sexual violence counseling and advocacy, develop safety plans and provide clients with information and referrals to resources
- Provide Victim Compensation information and assistance in filing compensation forms to clients, OVS SAVIN; Safe at Home, address confidentiality, Witness Protection
- Coordinate volunteer/intern physical plant projects; identify needs and match to volunteer groups

- Procure and pick up goods and supplies from Food Bank and other providers/donors and coordinate inventory and inform The Center when to update Wish List and needs
- Complete all required reports including weekly and monthly Food Bank reports, maintain Food Safety certification, hoteling costs, and RRH reporting logs
- Provide advocacy including but not limited to the following: Children's services and advocacy, Legal system advocacy, Medical advocacy, Substance abuse advocacy, Behavioral health advocacy, Housing advocacy, Other social service advocacy
- Provide to clients a state and local listing of available resources, such as, health clinics, mental health services, housing information, public transportation, legal resources, immigration referrals, food and clothing, welfare offices, local school information, youth services, child care, job training and employment opportunities

Qualifications:

- Bachelor's Degree or at least two years of domestic violence or related field experience
- Residential or crisis response experience required
- Certified as a domestic violence and sexual assault counselor per CGS 52-146k
- Must be able to lift 25lbs
- Must have a valid driver's license, reliable transportation and working cell phone
- 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
- Strong knowledge of community resources
- Effective oral and written communication skills, basic computer 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 develop and work with volunteers
- Maintain certification with no less than six (6) hours of in services annually, in issues related to domestic and ten (10) hours of sexual violence and advocate job enhancement skills
- Strong organizational and interpersonal skills
- Ability to be flexible, juggle multiple demands and respond to the facility

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

Accountability: Director of Victim Services

Hours of work: 40 hours per week; Monday – Friday, 10:00 a.m. – 6:00 p.m.

Classification: Full-Time, Exempt