

# SafePlace Job Description

<b>Job Title:</b>	Residential Services Program Manager
<b>Reports to:</b>	Domestic Violence Program Director
<b>FLSA Status:</b>	Exempt
<b>Salary Range:</b>	Schedule E
<b>Hours Per Week:</b>	35 hours per week
<b>Benefits:</b>	Medical, dental, and vision insurance; paid holidays and paid time off leave are provided as per SafePlace personnel policies. Employee Assistance Program provided. Retirement benefits will be available when SIMPLE Plan qualifications have been met.

## SUMMARY

Develop, coordinate, and maintain the residential services program for domestic violence survivors. Provide supervision, direction and support for residential service advocates, interns, and volunteers. Ensure the provision of quality, culturally appropriate residential services and provide the oversight and performance of general administrative duties.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The Essential Duties and Responsibilities of this position include the following. Other duties may be assigned.

- A. Coordinate and ensure that quality services are provided in a culturally responsive manner to domestic violence survivors who are residential clients and/or crisis line callers.**
  1. Ensure individual advocacy and case conferencing services for child, adolescent and adult residents are provided in a culturally responsive manner.
  2. Develop strategies for increasing cultural competency within the program.
  3. Schedule and participate in regularly scheduled residential services case management meetings with residential service staff, volunteers, and interns.
  4. Ensure appropriate documentation of services in a timely and professional manner.
- B. Ensure sustainable and thriving residential services response programs.**
- C. Provide supervision of employees, volunteers, and interns.**
  1. Develop and maintain regular and consistent meetings and other communication opportunities for residential service employees, volunteers, and interns.
  2. Schedule regular supervisory meetings with residential service employees, volunteers and interns.
  3. Provide timely evaluations of residential service employees, volunteers, and interns.
- D. Maintain regular communication with program director and other agency managers, employees, volunteers, and interns to ensure adequate communication and appropriate program development.**
  1. Participate in regularly scheduled supervisory meetings with program director.
  2. Support program director with overall program planning, staff development and strategic program growth.
  3. Support program director by providing input for developing and monitoring budget for residential services program area.
- E. Provide and monitor system advocacy and networking with community partners. Attend community meetings as assigned.**

**F. Oversee and perform the administrative functions of the residential services program.**

**G. Provide support to direct service staff and ensure the availability of 24-hour Helpline services for survivors by participating in the Backup Schedule.**

1. Be available on scheduled backup days to provide support to staff via phone, answer HelpLine remotely if needed, or provide in-person support, as necessary.

**H. Perform duties, including program management and supervision, in a culturally relevant manner.**

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **MINIMUM QUALIFICATIONS**

- High school diploma or general education degree (GED).
- At least two years' experience providing advocacy to victims of domestic and sexual violence within a domestic and sexual violence agency.
- One year experience in management and staff supervision, coordination, and support
- A minimum of fifty hours of training on domestic and sexual violence issues and advocacy within three years prior to being hired as a supervisor.
- Experience in program development.
- Intermediate level of computer skills, including word processing, and knowledge of Internet and e-mail.
- Excellent written and verbal communication skills.
- Experience in case management.
- Experience in workshop/training design and implementation.
- Experience in conflict resolution.
- Experience providing services in a culturally responsive manner.
- Demonstrated ability to understand and communicate with people of different socioeconomic and cultural backgrounds.
- Ability to react calmly and quickly to emergency situations.
- Ability to maintain a positive attitude in a crisis intervention work environment.
- Demonstrated commitment to challenging issues of oppression.
- Have a car and current liability insurance or access to transportation.
- Have a telephone.
- Commitment to the need for client and agency confidentiality.
- Agreement with the SafePlace philosophy statement.

## **PREFERRED QUALIFICATIONS**

- Bilingual/bicultural in Spanish or Asian languages and English.
- Experience in facilitating support groups.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree in social work, education, women's studies, or similar fields of study preferred. At least two years' experience providing advocacy to survivors of domestic and sexual violence within a domestic and sexual violence program and one year experience in management and staff supervision, coordination and support. Specific knowledge and abilities acquired must include the following:

1. Experience providing services in domestic violence and sexual assault program.
2. Experience in staff supervision, coordination and support.

3. Experience in case management.
4. Demonstrated ability to communicate and work with a diverse population.
5. Experience in participating in a team-oriented work environment.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervise assigned residential services staff and carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, volunteers and interns; planning, assigning, and directing work; appraising performance; carrying out disciplinary procedures; addressing complaints and resolving problems; and providing direction, support, feedback and motivation to employees, volunteers and interns.

### **INTERPERSONAL SKILLS**

To perform this job successfully, an individual must possess the following interpersonal skills:

1. Ability to establish and maintain effective working relationships with supervisor, employees, volunteers, and community members.
2. Ability to effectively work and communicate as a team member with a diverse staff.
3. Ability to respond to crisis, set limits and maintain healthy boundaries.
4. Ability to manage personnel issues and conflicts with confidentiality, fairness, and respect with a diverse staff.
5. Ability to maintain a positive attitude in a crisis intervention work environment.
6. Ability to interact in a confidential manner that is sensitive to the needs of agency clients.

### **COMMUNICATION SKILLS**

To perform this job successfully, an individual must possess the following communication skills:

1. Ability to read, analyze, and interpret funding contracts and federal, state and local regulations and laws.
2. Ability to write proposals, reports, policies, procedures, and administrative correspondence.
3. Ability to communicate clearly and effectively in order to present information and respond to questions from employees, volunteers, clients, and community members.
4. Bilingual/bicultural in Spanish or Asian languages and English preferred.

### **REASONING ABILITY**

To perform this job successfully, an individual must possess the following reasoning abilities:

1. Ability to assess complex problems and make sound independent decisions.
2. Ability to analyze and resolve a variety of personnel problems.
3. Ability to interpret and apply agency policies.
4. Ability to gather, correlate and analyze data.
5. Ability to prioritize multiple tasks.
6. Ability to create proposals and reports.

### **MATHEMATICAL SKILLS**

To perform this job successfully, an individual must possess the following mathematical skills:

1. Ability to accurately prepare, analyze and interpret budgets; ability to calculate figures, percentages, and formulas; ability to develop cost-effective proposals.

### **COMPUTER SKILLS**

To perform this job successfully, an individual must possess the following computer skills:

1. Intermediate level of skill in Microsoft Word, PowerPoint and Excel or similar word processing, presentation and spreadsheet applications.
2. Ability to send and receive e-mail and navigate on the Internet.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. SafePlace initial Advocate Core Training (ACT) certification.

2. Valid driver's license and current automobile liability insurance
3. CPR/First aid training certifications preferred.

**PHILOSOPHIES**

To perform this job successfully, an individual must commit to the following philosophies:

1. Commitment to the SafePlace mission and philosophy.
2. Subscribe to the theory of empowerment.

**TRAINING REQUIRED**

Employee is required to complete the initial SafePlace ACT Training and 20 hours of non-profit management training. Employee must attend 30 hours of on-going direct service training a year, which must include 15 hours advocacy-based counseling and 5 hours of training on providing services and advocacy to individuals from marginalized populations. Further, 12 hours sexual assault training is required. Ongoing management training may be included in the 12 hours of sexual assault training.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with staff, volunteers, clients, and community members in order to exchange information. The employee frequently is required to remain in a stationary position for extended periods of time. The employee is frequently required to move about the office and community, and to operate office equipment, including computers, copiers and printers. The employee must occasionally arrange body to access low cabinets and filing drawers and over the shoulder cupboards and shelves. The employee must occasionally move up to 30 pounds.

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Employee Name

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Employee Signature

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Date

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Supervisor Name

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Supervisor Signature

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Date