



Job Title:	Director of Residential Services	Job Category:	
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	To agency locations
Level/Salary Range:	Salaried	Position Type:	Full-Time; exempt
HR Contact:	Angie Wright	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

ROLE AND RESPONSIBILITIES

RESPONSIBLE FOR THE OVERALL OPERATION OF THE SHELTER AND SUPERVISION OF STAFF.

- Be professional and abide by the agency's core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Oversee a 56-bed residential shelter for fleeing victims of domestic violence and/or sexual assault, ensuring a safe and secure environment.
- Reinforce and maintain a positive, trauma-informed, client-centered culture using positive reinforcement and a rules-reduction model.
- Research and implement best practices and innovative service delivery models while ensuring proper data collection and reporting.
- Manage resident program staff directly or indirectly; oversee the maintenance of the shelter, including grounds and structure.
- Coach and guide direct reports to ensure goal-directed assistance for clients in addressing their physical, financial, social, and psychological needs. Monitor progress toward goals and average length of stay in the shelter.
- Coach and guide staff to ensure that cooperative living guidelines are correctly followed, and proper procedures are followed.
- Ensure proper training, supervision, accountability, empowerment, and evaluation of shelter staff.
- Provide the final decision for client exit appeals, ensuring that proper protocol was followed.
- Review client surveys and propose program improvements as part of the continuous quality improvement team.
- Lead weekly shelter Traction meetings and other meetings, as necessary. Attend weekly Programs Traction leadership meetings.
- Review and update shelter policies and procedures in coordination with the Chief Programs Officer and the Chief Executive Officer.
- Ensure compliance with the Texas Health and Human Services Commission's family violence service provider requirements, the Texas Office of the Attorney General's minimum sexual assault program requirement, and other grants.
- Provide budgeting information on shelter programs and ensure adherence to the current year's budget.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in a social service-related field; master's degree preferred.
- 7+ years of experience working with clients in a related shelter environment (including shelter management) required.
- Strong organizational and communication skills.
- Lead in a team-oriented environment.



- Possess a strong sense of accountability.
- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Satisfactory completion of criminal background checks and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! It is a rewarding job that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients and staff to seek remedies for positive change.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness and is not easily frazzled, especially during crises.
- Works with clients and staff respectfully and nonjudgmentally while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Respects client and staff confidentiality and autonomy.
- Prioritizes/plans work activities using time efficiently and plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and responsibilities.
- Speaks clearly and persuasively, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes accurately, respectfully, and informatively.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, and commits to non-traditional hours of work when necessary to reach goals.

Employee Signature: _____

Date: _____

Officer Signature: _____

Date: _____