

**Crisis Center for South Suburbia  
Position Description**

<b>Job Title:</b>	Residential Manager
<b>Program:</b>	Residential
<b>Reports to:</b>	Director of Victim Services
<b>Schedule:</b>	Varies
<b>Classification:</b>	Full-time or Part-time, or on call, Non-Exempt
<b>Grade:</b>	4
<b>Holiday Schedule:</b>	Essential
<b>WFH Status:</b>	E

**SUMMARY:**

Coordinate and oversee the day to day operations of the emergency shelter program through oversight and management of client activity. Maintain a cooperative communal living environment while assuring continuity of services necessary for a client's success through conflict resolution strategies and relationship building. These services include but are not limited to mediation, chores, meal oversight, group facilitation, personal needs, and rule enforcement.

**CORE EXPECTATIONS:**

1. All interactions with the constituents of the agency must be respectful and ethically appropriate, as well as reflect the agency's mission, vision, pillars and values.
2. As a CCSS team member, strict adherence to the Illinois Domestic Violence Act is expected, ensuring confidentiality of those served.
3. Actively promote harmony, diffuse conflicts and eliminate obstacles to teamwork and collaboration.
4. Assume responsibility for projects and assignments willingly and completely.
5. Objectively assess risks, filter emotions, opinions and assumptions to demonstrate proper judgement, decision-making and problem solving.
6. Demonstrate sensitivity to client populations served and incorporate culturally relevant techniques into practice.
7. Consistently perform assignments with minimal error, omissions or need for correction.
8. Information shared in agency documentation, including but not limited to client interaction, documentation, call logs, incident reports, or accident reports demonstrates cooperation, honesty and full factual disclosure.
9. Agency policies, procedures and established practices are followed.
10. Independently assume position functions and integrate knowledge into daily performance.
11. Complete full amount of work expected and meet deadlines. Report to work on time and consistency and work steadily while on the job.

**JOB SPECIFIC DUTIES AND RESPONSIBILITIES:**

*Safety and Security*

- Ensure safety and security using the metal detectors and the bug zapper machine
- Lead and participate in room inspections regularly.
- Clearly communicate and apply shelter rules and related sanctions to shelter clients in a consistent and compassionate manner.

- Facilitate effective conflict resolution strategies among residential clients to ensure a cooperative communal living atmosphere.

*Client Services*

- Complete residential client check-ins as needed.
- Provide interventions, support and encouragement to residents to support their service plan goals
- Facilitate shelter tour and assign client room, cabinet, locker and hand out linens as needed.
- Oversee personal supplies for clients including but not limited to Neat Repeat shopping.
- Provide collateral assistance with DV Case manager on related functions.
- Assist clients with room changes when necessary
- Manage childcare agreements and provide childcare assistance as needed.
- Facilitate groups for residential clients to increase client’s knowledge and understanding of program components as needed.

*Operational and Administrative duties*

- Complete all paperwork in an accurate and efficient manner in accordance with current paperwork procedures.
- Maintain all clients Board with updated and current information including computer lab, dining room, living room and hallways
- Serve and prepare client meals for a shelter of up to 35 residents.
- Manage meal oversight and counts daily.
- Manage Residential storage of client’s belongings (label and discarding).
- Monitor client’s usage of CCSS property and clean rooms upon check-out.
- Oversee daily client chores and monitoring the cleanliness of client areas.
- Identify and report to Director of Victim Services any needed shelter repairs.
- Provide an accurate, comprehensive shift report on a daily basis.
- Provide accurate and professional inter and intra-agency communications.
- Collect and maintain accurate service statistics.
- Attend and participate in staff meetings.
- Manage the organization of the shelter supplies and basement with other Residential Managers
- Attend Residential Services Department Meetings, supervision with the Director of Victim Services and other meetings and trainings as requested by the Director of Victim Services.
- Perform other duties as assigned.

**SHIFT SPECIFIC DUTIES**

<b>1<sup>st</sup> Shift</b>	<b>2<sup>nd</sup> Shift</b>	<b>Weekend Shifts</b>
<b>Co-Facilitate DV Groups as needed</b>	<b>Manage the shelter basement and inventory of supplies and delegate tasks for weekend RMs</b>	<b>Organize and restock linen closet</b>

Oversee and manage all aspects of shelter food program (ordering food, creating menus, and submitting required documents for funding)	Oversee and manage the distribution of client personal items	Deep clean kitchen monthly(including rotating stock and expired goods)
Prepare and serve client lunches. Complete Lunch meal counts	Responsible for ensuring the Job Board is maintained	Complete all meal counts during shift
Manage weekly Neat Repeats drop offs/pick ups	Responsible for cleaning and sanitizing client common areas (playroom and group areas)	Organize shelter basement and inventory supplies
Serve Snack/complete count	Prepare and serve client dinners. Complete dinner meal counts.	Manage the storage of past client belongings (labeling and discarding)
		Prepare and serve client lunches and dinners.

### KEY PERFORMANCE INDICATORS

KPI	EVIDENCE
Maintain daily head counts and meal counts	Shelter roster will be correct and up to date.
Complete personal form requests and fill needs according to the request	Client requests will be filled appropriately and in-kind forms will be given to supervisor for tracking
Maintain order, safety and cleanliness in the shelter	Shelter will be clean and orderly, Mediations will be conducted appropriately and effectively using the mediation form
Maintain shelter organization and inventory of supplies	Shelter basement, kitchen, supply closet and garage will be kept orderly, fully stocked and labeled appropriately
Maintain shelter using the updated shelter manual rules	Shelter rules will be followed consistently, less client complaints, better feedback on Satisfaction Surveys

### POSITION REQUIREMENTS

#### Education/Certification

	<b>Required</b>	<b>Preferred</b>
Valid Driver's License	X	
Bachelor's Degree in social work or related field		X
40-hour trained, experience working with DV victims	X	
Food Sanitation Certification	X	

#### Experience

	<b>Required</b>	<b>Preferred</b>
3 to 5 years of job related experience	X	
Bi-lingual, Spanish speaking and writing		X

**ESSENTIAL JOB FUNCTIONS**

This table directly refers to the frequency of which your job requires you to do daily. Note: These duties are site specific.

Office Equipment	Rarely (R)	Occasionally (O)	Frequently (F)
Telephone		x	
Computer			x
Fax Machine	x		
Copier			x

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing			x
Sitting		x	
Lifting (Max 40 pounds)			x
Carrying			x
Walking			x
Driving		x	

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			x
Make Decisions			x
Supervise (volunteers)		x	
Interpret Data		x	
Organize			x
Read/Write			x

Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			x
Outdoor		x	
Loud Noises		x	
Fumes	x		

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

\_\_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Program Director Signature Date

\_\_\_\_\_  
Director of Human Resource Signature Date