

**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.

**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.
- Oversee and manage the client commissary

- Maintain all clients Board with updated and current information including computer lab, dining room, living room and hallways
- 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.
- Maintain Reward system and reward supplies as needed.
- 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.
- 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</b>	<b>Facilitate chore sign up</b>	<b>Organize and restock linen closet</b>
<b>Manage weekly Neat Repeats drop offs</b>	<b>Lead House Meetings</b>	<b>Manage weekend trips to Walmart and target both drop offs and pick ups</b>
<b>Complete Breakfast meal counts</b>	<b>Review and approve transportation requests</b>	<b>Complete all meal counts during shift</b>
<b>Complete Lunch meal counts</b>	<b>Responsible for ensuring the Job Board is maintained</b>	
<b>Open Commissary</b>	<b>Organize and maintain Residential Arts Supply closet and request items as needed</b>	
<b>Verify and document chore completion</b>	<b>Open Commissary</b>	
<b>Serve Snack/complete count</b>	<b>Manage weekly Neat Repeats pick ups</b>	

## KEY PERFORMANCE INDICATORS

KPI	EVIDENCE
Maintain daily head counts and meal counts	Shelter roster will be correct and up to date.
Maintain schedule of commissary store to allow clients access to goods	Commissary store will be open according to schedule, clients will access this resource appropriately
Approve appropriate transportation/other requests and fill needs according to the request	Client requests will be filled appropriately and forms will be given to the Associate Executive Director
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 using the updated shelter manual rules	Shelter rules will be followed consistently, less client complaints, better feedback on Satisfaction Surveys

## POSITION REQUIREMENTS

### Education/Certification

	<u>Required</u>	<u>Preferred</u>
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

	<u>Required</u>	<u>Preferred</u>
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	
Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			x
Outdoor		x	
Loud Noises		x	
Fumes	x		
Interpret Data		x	
Organize			x
Read/Write			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