



## Job Description | Residential Director

**Position Title:** Residential Director

**Supervisor:** Executive Director

**FLSA Status:** Exempt

**Employment Status:** Full-time

**Salary Range:** Market Rate

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The Residential Director is responsible for the administration of the residential program and serves as part of the DVC management team. Provides vision and leadership to ensure quality service provision and coordination of services to residential clients.

### Minimum Qualifications:

- Master's Degree in Human Services, Social Work, Counseling or related field *or* BA in Human Services *and* four years' experience working in a residential or victim service setting.
- Preferred candidate will have extensive knowledge of residential services and violence against women.
- One year supervisory or program management experience.
- Excellent oral and written communication skills.
- Passionate about the mission and philosophy of the DVC.
- Team oriented and able to effectively motivate a team.
- Believes in a strengths-based approach to human services.
- Demonstrated ability to manage and supervise a staff team.
- Understanding of how to develop and implement business strategies.
- Knowledge of company history, culture, identity and goals.
- Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint) and other computer software.

### Essential Duties and Responsibilities:

#### SUPERVISION AND SUPPORT

- Supervise residential staff and interns including hiring and evaluating job performance.
- Ensure twenty-four hour staffing of residential program and provide onsite coverage, if necessary.
- Train and support staff to provide case management, advocacy, resources and referrals to clients.
- Provide weeknight on-call support to staff and weekend coverage on a rotational basis.
- Provide individual supervision to all residential staff.

#### PROGRAM MANAGEMENT

- Develop policies and procedures to ensure quality services for clients and accountability for staff.
- Provide ongoing assessment and evaluation of the residential program to ensure that client needs, agency standards and funding requirements are met.
- Collaborate with administrative staff in grant writing and reporting.
- Ensure that utility, maintenance, and transportation bills are paid.
- Manage petty cash, staff reimbursements and maintenance of financial records and receipts.
- Secure services necessary for the operation of the shelters (e.g. maintenance and repairs).
- Document and address client appeals and grievances in a timely manner.
- Review client files to ensure that agency and funding standards are met.
- Identify client resources through the development of community partnerships.
- Ensure that the physical appearance of all residential facilities meets agency standards.
- Prioritize the use of best and evidence based practices, including researching programming trends and current practices being used in other jurisdictions.



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### PLANNING AND COORDINATION

- Participate on the agency’s management team.
- Conduct weekly residential meetings and bi-monthly residential team meetings.
- Attend weekly staff meetings.
- Work closely with the clinical and legal teams to coordinate services to clients.
- Maintain a working relationship with outside agencies, including shelter directors.
- Coordinate meetings with other DV shelter programs.
- Meet with the Executive Director for regular supervision.
- Assist with community presentations, as applicable.
- Coordinate with community programs such as Charity Cars, DSS, Bridges, Healthy Families, etc.
- Work with the Community Engagement Department to coordinate special volunteer projects.
- Assist with the donation process and coordinate pick-up and distribution of donations to shelters.
- Model the DVC’s philosophy of client-centeredness and empowerment.

### Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

<b>Problem Solving</b>	Identify and resolve problems in a timely manner as well as skillfully gather and analyze information.
<b>Communication</b>	Speak clearly and persuasively in positive or negative situations, demonstrate group presentation skills, and conduct productive meetings. Speak comfortably with a diverse array of individuals and groups. Read, analyze and interpret technical procedures or governmental regulations. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from groups of managers, clients and the general public.
<b>Delegation</b>	Delegate work assignments, give authority to work independently, set expectations, and monitor delegated activities.
<b>Leadership</b>	Inspire and motivate others to perform well, and accept feedback from others.
<b>Management Skills</b>	Involve staff in planning, decision-making, facilitating and process improvement; be available to staff; provide regular performance feedback; and develop subordinates’ skills and encourage growth.
<b>Judgment</b>	Display willingness to make decisions; exhibit sound and accurate judgment; and make timely decisions.
<b>Planning and Organization</b>	Prioritize and plan work activities; use time efficiently; and develop realistic action plans.
<b>Mathematical Skills</b>	Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Compute rate, ratio, and percent and draw and interpret bar graphs.
<b>Safety and Security</b>	Observe safety and security procedures, and uses equipment and materials properly.
<b>Physical Demands</b>	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 frequently required to stand, sit, walk, communicate and hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee may frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.



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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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**Apply:** Applicants must submit a letter of interest and complete resume to:

Jennifer Pollitt Hill  
Executive Director  
Domestic Violence Center of Howard County  
5457 Twin Knolls Road, Suite 310  
Columbia, MD 21045  
E-mail: [jpollitthill@dvcenter.org](mailto:jpollitthill@dvcenter.org)  
Fax# 410-997-1397  
**NO phone calls**