



Job Description | Residential Manager

Position Title: Residential Manager
Supervisor: Residential Director
FLSA Status: Exempt

Employment Status: Full-time
Salary Range: Market Rate

The Residential Manager ensures that all residential facilities are maintained to agency standards. Provides program support through advocacy, case management, referrals, crisis support and client intakes.

Minimum Qualifications:

- Bachelor’s Degree in Psychology, Social Work or related field.
- Excellent oral and written communication skills.
- Previous shelter or family violence experience (preferred).
- Must be passionate about the mission and philosophy of the DVC.
- Must be Team-oriented and able to effectively motivate a team.
- Strong belief in a strengths-based approach to services.
- Reliable transportation with up to date insurance.

Essential Duties and Responsibilities:

HOUSING/MAINTENANCE COORDINATION

- Inspect all residential sites and assess for needed repairs on a weekly basis.
- Maintain all residential sites, including gardens and back yards, to agency standards.
- Identify, schedule and oversee outside vendors including but not limited to repair person, pest control, plumbing and heating, lawn services, etc.
- Maintain accurate vendor accounts and vendor database.
- Arrange pick up and distribution of in-kind donations made to the residential program.
- Coordinate volunteer projects for all residential sites.
- Report and track status of repairs/maintenance/donation/volunteer projects on a weekly basis.

PROGRAM ASSISTANCE

- Provide staff coverage of residential sites, case management, advocacy, referral, crisis support, assessments and client intakes on an as-needed basis.
- Assist Residential Director in evaluation and enhancement of department policies and procedures.
- Serve as “on-call” back-up supervision 2-3 nights per week and rotating weekends.
- Assist with training of interns, volunteers and staff.
- Assist with data collection and grant reporting as needed including documentation of client success stories.
- Attend regularly supervision, departmental and all-staff meetings.

Competencies:

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

Problem Solving	Identify and resolve problems in a timely manner as well as skillfully gather and analyze information.
Communication	Speak clearly and persuasively in positive or negative situations, demonstrate group presentation



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	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.
Leadership	Inspire and motivate others to perform well, and accept feedback from others.
Judgment	Display willingness to make decisions; exhibit sound and accurate judgment; and make timely decisions.
Planning and Organization	Prioritize and plan work activities; use time efficiently; and develop realistic action plans.
Initiative	Does things that no one has requested that will improve or enhance products and services, avoid problems, or develop opportunities. Plans ahead for upcoming problems or opportunities and takes appropriate action.
Drive for Results	Demonstrates concern for achieving or surpassing results against an internal or external standard of excellence. Shows a passion for improving the delivery of services with a commitment to continuous improvement.
Mathematical Skills	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.
Safety and Security	Observe safety and security procedures, and uses equipment and materials properly.
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 frequently required to stand, sit, walk, communicate and hear. The employee is often 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.
Environmental Conditions	The employee is subject to both inside and outside environmental and weather conditions.

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.

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
 Fax: 410-997-1397
NO phone calls