

WHAT YOU'LL DO

Assist the Residential Services Director in developing a team of empathetic survivor focused advocates who collaborate to run the day- to day operation and overall provision of services in the agency's emergency shelter where services are provided to adults and children impacted by homelessness due to domestic violence, and other intersecting forms of violence and abuse. You will ensure the daily implementation of comprehensive case management services, including ensuring each client is supported in developing an individualized service plan, and that provision of services is consistent with the agency's mission and philosophy.

WHO WE ARE AND WHAT WE DO

Our start as a grassroots, small group of committed individuals began in 1986. We have expanded and grown to an increasingly bold and empowered agency that advocates for change while supporting survivors in Orange and Sullivan Counties in NY.

THE FEARLESS! MISSION

To build an informed, just, and accountable society so all people can experience supportive and safe relationships free from abuse, exploitation, and oppression. We do this through education, prevention, advocacy, and providing comprehensive services, including shelter, to victims and survivors of interpersonal violence, human trafficking, sexual violence, and other types of crime victimization.

WHO SHOULD APPLY

The Fearless! Residential Services Manager is:

- Passionate about serving survivors of interpersonal trauma, and domestic violence
- Committed to empowering humans, and striving for equity in all aspects of work with a strong understanding of trauma-informed principles and practices
- Believes in training advocates by regularly implementing feedback with grace and urgency in service of survivors,
- Focuses on creating a culture that is based on the mission and values of the agency through a positive professional work environment.
- Advocates for social justice, including furthering the rights, protections, access to safety and empowerment of historically oppressed and/or under represented communities.
- Collaborative and works effectively with colleagues, clients, and community partners.
- Confident and able to learn quickly, make an immediate impact, and contribute value-added service to clients, community partners, and colleagues.

WHAT YOU'LL BRING ALONG

- 4 year degree and/or experience working with domestic violence victims and/or experience working with individuals in a human services or residential setting and case management experience.
- Experience writing grant applications and reports
- Valid Driver's License & Auto Insurance
- Ability to lift up to 50 lbs. when necessary

- The desire to make a difference.

POSITION TITLE: Residential Services Manager

REPORTS TO: Residential Services Director

PRIMARY WORKSITE: Confidential, Orange County

WORK HOURS: Full-time, exempt status. Must support staff members throughout all shifts, including weekends and evenings. Flexibility required given 24/7 staffing requirements. Staff are not permitted to leave until relieved by another staff member

KEY RESPONSIBILITIES

Residential Case Management

- Responsible for the overall supervision, training and implementation of case management services provided within the agency's emergency shelter program.
- Proficiency on analyzing data to review trends and be able to make course adjustments to service delivery to ensure clients are served in a holistic, individual approach.
- Support the recruitment, interviewing, hiring, and orientation for assigned staff, volunteers and interns.
- Ensure high safety standards within the shelter environment and compliance with agency, State and local licensing agency regulations and guidelines.
- Represent the agency at assigned meetings and share relevant information throughout the agency.
- Ensure all suspected cases of child abuse and/or neglect are reported in accordance with NYS mandated reporters law.
- Conduct trainings and community presentations as requested.
- Review client files and other program documentation to ensure that agency and funding standards are met; assist with training, maintenance and management of client database program.
- Provide crisis intervention and practical assistance to clients as needed.
- Support staffing coverage of the shelter facility and 24-hour crisis hotline during all shifts.

Administrative and Agency Responsibilities

- Attend and actively participate in supervision with Residential Services Director, program-specific and agency-wide meetings, training, awareness month activities, and agency events.
- Provide regular supervision for case management staff, volunteers and interns, ensure opportunities for support, coaching and mentorship
- Provide on-call support to residential staff outside of normal business hours on a rotating schedule. On-call support may be via telephone or in-person
- Directly responsible for the monitoring and approval of payroll for case management staff
- Coordinate and compile accurate statistical collection, assigned reporting and grant applications

- Proactively monitor the overall physical condition of the agency's locations, and ensure the maintenance of a clean, welcoming environment for individuals accessing services
- Maintain the confidentiality of clients, staff, volunteers, and agency information.
- Maintain the highest levels of accuracy in recordkeeping and reporting, ensuring that all client records and documentation of work activities are complete and up-to-date and submitted to the supervisor, as directed.
- Ensure timely response and follow-up to email communication and voicemail messages.
- Staff members are encouraged to be flexible and responsive to changes in the scope of duties, including other duties as assigned by immediate and other supervisors.
- Contribute toward fostering inclusive and supportive work environments throughout the agency.
- Work closely and collaboratively with Residential Services Director, other supervisory staff, and agency staff as appropriate, and team members to understand and accomplish position responsibilities.
- Work closely and collaboratively with community partner organizations while supporting the needs of clients.

Additional Must-Have Requirements

- Ability to model and uphold appropriate boundaries in work with clients, colleagues, supervisors, and the community.
- Demonstrates good judgment with the ability to make timely and sound decisions.
- Experience with data management and knowledge of Microsoft Office.
- Ability to work in a fast paced, crisis oriented environment: assess priorities, take initiative, handle multiple assignments, maintain organization and meet deadlines;
- Possess strong communication skills (both oral and written);
- Ability to maintain effective working relationships with others, communicate as needed and exhibit patience and understanding toward client population being served;
- Experience working with diverse populations and seeks understanding of cultural differences;
- Understand and work from a feminist philosophy of empowerment, and supports agency mission;
- Display commitment to ending violence against humans and a commitment to social change through active participation in working towards ending racism, classism, sexism, ageism, homophobia, ableism, and all forms of oppression; demonstrate willingness to gain understanding of issues of oppression, battering and sexual assault;
- Model and uphold appropriate boundaries in work with clients, co-workers, supervisor, and community
- Excellent organizational and time management skills
- Reliable transportation.

Bonus Qualifications:

- Prior supervisory experience strongly preferred.

- Bilingual/bicultural candidates are strongly encouraged to apply.

Conditions of Employment:

Employment is contingent upon the successful completion of certain background checks, which, unless prohibited by applicable law, may include criminal history, employment verification, education verification, DMV checks (for driving positions), State Central Registry, State Exclusion List, and fingerprinting.