

## **Director of Residential Services**

We are looking for a compassionate, dedicated, team-oriented professional to lead our Residential team, including our supportive housing programs and emergency shelter for victims of domestic violence and their children. The Director of Residential Services serves as a leader in the organization and an integral member of our management team. The Director of Residential Services is responsible for overseeing all aspects of the emergency shelter, hotline, and supportive housing programs. This includes but is not limited to supervision of the Shelter Manager, Housing Manager and teams, implementation of policies and procedures, and contract compliance. The Director of Residential Services works closely with all department heads to ensure the Residential programs are fully integrated with the other services at Prudence Crandall Center.

At Prudence Crandall Center, we strive to create a place where diverse and talented people want to come, to stay and do their best work. We pride ourselves on helping individuals achieve lives free of domestic violence and we know our agency runs on the hard work and dedication of our passionate and creative employees.

Our team of 40 staff members experience a work environment that encourages healthy work/life balance, offers flexibility, and fosters team spirit, professional development, and creativity. Focused on our mission, we seek to inspire others who share the same passion for our cause. We are committed to addressing and enhancing diversity, equity and inclusion across our services, staff, board, and community. We are poised for continued success and excited about our future. The impact we are having in the lives of our clients and their children is inspirational and provides the motivation we need to continue our work to end domestic violence.

**Successful applicants will include both a resume and a cover letter detailing how they are a good fit for this position to Rebecca at [rlemanski@prudencecrandall.org](mailto:rlemanski@prudencecrandall.org)**

Primary responsibilities include:

### **Supervision:**

- Supervise staff and volunteers, conduct employee evaluations and address areas where improvement is needed, encourage and track staff training and development, and recruit and fill staff vacancies
- Develop a team that is cross trained for all functions within the department and actively collaborate and communicate with other departments
- Facilitate program and team meetings
- Provide back-up support and occasional on-call coverage as needed

### **Client Services:**

- Ensure the needs of clients are met (counseling, advocacy, information, referral, etc.) and services are client-centered, trauma-informed, and empowerment-based
- Work with Shelter Manager to ensure year-round 24-hour staffing for shelter and hotline
- Oversee successful transition into the program for all residents
- Oversee/perform all process, paperwork, and funder requirements related to application, intake, and ongoing services
- Gather and utilize resident feedback to enhance services

### **Operations:**

- Oversee maintenance and repairs of shelter and housing units in conjunction with the Facilities Department

- Ensure compliance with fair housing laws, HUD, and other funder requirements
- Prepare statistical and/or programmatic reports as needed
- Maintain complete and accurate client records including oversight of statistical collection

**Qualifications:**

Bachelor's degree required; Master's degree along with two years of residential services and staff supervision preferred. Strongly prefer knowledge of landlord-tenant law and/or permanent supportive housing. Also prefer bilingual (English/Spanish). Excellent verbal and written communication skills; computer literacy; proactive approach to team building, partnerships and collaboration. Preferred skills also include being highly organized with demonstrated ability to meet deadlines and prioritize and manage multiple complex tasks. Ability to work independently, as well as part of a team and a willingness to support the mission of the organization are essential.

Local travel necessary, reliable transportation required.