

Employment Announcement Director of Residential Services

JOB SUMMARY:

The Director of Residential Services provides support and supervision of the day-to-day client activities at the Homeless Assistance Center (HAC), including direct supervision of the Residential Coordinators and Safety Officers, ensuring the safety and welfare of clients, employees, and visitors, and serving as an integral member of the Safety/Security Committee and the Case Conference Team. The Director of Residential Services understands that Broward County operates a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring. As such, the Director of Residential Services ensures that Residential Coordinators and Safety Officers demonstrate model behavior, establish rapport with clients, and utilize evidence-based practices to motivate clients to transition to stable housing.

ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:

1. Ensures the safety and welfare of all clients, employees, and visitors through direct supervision of the front security desk and rounds to all areas throughout the campus.
2. Provides leadership and direction to Residential Coordinators and Safety Officers. Performs staff evaluations and corrective disciplinary actions; coordinates and assists the staff in carrying out their responsibilities. Reviews and submits payroll timesheets on a bi-weekly basis.
3. Ensures that staff are aware of the program expectations for clients and that staff encourage clients to make sound decisions and engage in behaviors that contribute towards a positive housing placement.
4. Monitors staff productivity and compliance with Agency documentation policies and procedures. Reviews staff documentation and data entry in client data systems. Ensures that documentation is timely, grammatically correct, free from errors, and signed.
5. Oversees the day-to-day client activities of the shelter and ensures sufficient staffing coverage in areas where clients congregate, including dormitories, dining hall, lobbies, classrooms, activity centers, covered outdoor areas, and front entrance.
6. Ensures that Residential Coordinators and Safety Officer staff members utilize non-violent crisis intervention and conflict resolution techniques when working with clients.
7. Intervenes and ensures that other staff intervenes effectively with clients in crisis situations, while remaining respectful of the client's concerns and needs.

8. Observes clients and staff interactions and incorporates observations and feedback into supervision sessions with staff.
9. Maintains a strong working knowledge of client data systems and maintains a strong capacity to develop and analyze data reports from the systems.
10. Understands and implements the Agency's policies and procedures on a daily basis.
11. Collaborates with the peer Director of Residential Services to ensure consistency of operations, service provision, and culture across both centers.
12. Collaborates and maintains communication with the Director of Facilities and Maintenance to maintain the upkeep of the facility. Ensures that residential staff submits work orders in a timely manner and that issues are appropriately dressed.
13. Orders and maintains inventory of all necessary supplies to accommodate clients' needs (i.e., personal hygiene items, locks, bedding, etc.).
14. Develops, implements and manages Agency-wide safety training for staff and clients in conjunction with human resources.
15. Conducts monthly client town hall meetings and other meetings for clients as needed.
16. Participates in the daily case conference team meetings and may lead these meetings.
17. Investigates and resolves client issues in a caring and compassionate manner that encourages clients to be respectful of one another and to engage in activities that contribute to progress on their housing plans.
18. Serves as a leader in emergency preparedness and response activities, including fire drills and hurricane evacuations.
19. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

MINIMUM QUALIFICATIONS:

Education/Experience: Education/Experience: A high school diploma or GED is required and two years of supervisory experience. Bachelor's degree preferred. Must have a valid Florida driver's license. Must be able to work flexible hours and may be subject to emergency calls.



WORK ENVIRONMENT:

Work environment characteristics 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.

The Director of Residential Services works in settings of BP, including offices, classrooms, group rooms as well as being involved in other areas of BP programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: careers@bphi.org and include the job title of “Director of Residential Services” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.