

Residential and Hotline Services Manager

Job Description

Title:	Residential and Hotline Services Manager
Reports to:	Housing and Advocacy Services Director
FLSA Status:	Exempt
Wages:	\$52,500/ annual salary
Job Type:	Full Time
Location:	Project Safe House (Confidential Shelter-East County)
Direct Reports:	Hotline Coordinator, Family Advocate (2), Advocacy Support Facilitator (4)

Summary: Under the direction of the Housing and Advocacy Services Director, the Residential and Hotline Services Manager oversees operations of East County Emergency Shelter and Hotline program for survivors of Intimate Partner Violence, Sexual Assault, and Stalking. Recruit, hire, train, supervise, and schedule staff and volunteers for both 24/7 operations. Implement best practice service standards, conduct ongoing quality assurance checks, and establish and maintain strong, mutually beneficial relationships with community partners. Ensure compliance with agency and contract requirements and produce required reports.

Essential Functions:

- Schedule shelter/hotline staff to ensure seamless 24-hour trauma-informed service provision. Provide back-up coverage for shelter/hotline when full-time or relief staff is not available.
- Recruit, Hire, train, supervise, and evaluate all Project Safe House shelter/hotline staff.
- Share after-hours on-call leadership duties on a rotating basis with other management staff.
- Provide ongoing training and supervision to ensure residential/hotline staff effectively provide shelter assessments, intakes, comprehensive client advocacy, psycho-education, crisis intervention, safety planning, information and referral, and facilitation of client-centered problem solving.
- Conduct and document collaborative one-on-one supervision of Project Safehouse and Hotline staff to assess and improve work performance, identify training needs, professional development goals, and to assist with trauma stewardship needs.
- In collaboration with Program Director, produce required monthly, quarterly, and annual reports in timely manner.
- Coordinate staff submission of timekeeping records and reimbursements to meet agency standards and deadlines.
- Manage proper use and record keeping of all petty cash, gift cards and in-kind donations for east residential programs.
- Oversee inventory and supply replenishment process for all shelter supplies.
- Provide training to staff, volunteers, and community partners on sexual assault, intimate partner violence, and other related issues.
- Actively participate in PSH Auxiliary meetings; develop and maintain a strong relationship with Auxiliary members to aid in the support of the shelter.
- Conduct regular inspections of the shelter facility, schedule any necessary repairs/maintenance and communicate all facility issues to the appropriate parties.
- Other duties as assigned

Job Requirements:**Education:**

- Minimum bachelor's degree in social work, counseling, criminal justice, public health, or equivalent combination of education and related experience.

Experience:

- Minimum of two years' program management, contract, and budgeting experience.
- Minimum one year direct services experience with sexual assault, domestic violence, child abuse issues, family violence intervention, client services, and/or crisis intervention.

Preferred Experience:

- Bilingual fluency in Spanish, Arabic, Somali, Cantonese, Tagalog, Japanese, Korean, Thai, Lao, Hmong, Khmer, or Vietnamese (oral and written)
- Experience with oversight and provision of trauma informed residential services

Core Competencies:

- Complete California State-approved Domestic Violence and Sexual Assault Crisis Intervention Training, complete a minimum of 12 hours of ongoing training per year as required (or must complete upon hiring)
- Strong interpersonal and communication skills, including conflict resolution skills
Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicities, sexual orientations, abilities, genders, and religious backgrounds

Working Environment:

This job operates in a communal housing facility. Must maintain personal cell phone for work-related purposes. Ability to work in IPV, SA, and stalking fields. Working conditions may include possible exposure to communicable diseases related to those typically found in communal housing. This position is classified as critical and essential under Public Health Authority.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:

Some travel may be required (up to 40% mostly within San Diego County). Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours:

The employee must be available during Agency working hours 8:30 a.m. to 5:30 p.m. Evening, weekend, and holiday hours may be required as job duties demand.

To Apply: Please submit a resume and cover letter to Jenna Jones at: JJones@ccssd.org

CCS is an equal opportunity employer that strives to create an inclusive environment and a diverse workforce from all backgrounds, abilities, and cultures.