



Residential Services Supervisor Full-Time, Salary, Exempt

Position Summary: Under the direct supervision of the Director of Residential Services, the Residential Services Supervisor is responsible for the supervision of the Safehouse staff, interns, and volunteers. The Residential Services Supervisor has primary responsibility for shelter coverage, consult phone, crisis intervention, and oversight of daily shelter operations. Attend and participate in agency meetings, staff meetings and in-service training's. Hours are Tu – Fri 12pm – 8pm and Sat. 9am-5pm.

Primary Responsibilities:

- The Residential Services Supervisor will oversee the daily operations of the residential programs including the Safehouse, cottages and apartments.
- Provide administrative support to the Director of Residential Services and overall Residential Program.
- Provide support, oversight, and direction to staff, interns, and volunteers to ensure policies and procedures are followed. This will include facilitating “check-ins” with staff, interns, and volunteers on a weekly basis.
- Primary responder to client and/or staff crisis situations in a safe and effective manner, while serving as liaison to the Director of Residential Services.
- Provide timely and effective communication with shelter staff, interns, volunteers, and clients.
- Oversee operational housing issues and repair requests for Safehouse, Open House and Cottages
- Manage and organize donation storage
- Availability to answer the consultation phone while not on regular shift, including weekends, evenings, overnights, and holidays.
- Maintain files for program logs, shift checklists, grants, data tracking, etc.
- Attend supervisor meetings, collaborative meetings as required and/or on behalf of Director.
- Record meeting minutes and disseminate to staff and/or appropriate persons.
- Assist in training of staff, interns, and volunteers.
- Assist with updating and developing policies, procedures, and safety guidelines.
- Responsible for creating and fostering teamwork within the programs and across the agency.
- Provide support for daily functions which include all duties of the Safehouse Advocate;
- Screen prospective residents, conduct and/or review intakes and exit interviews
- Provides counseling and advocacy for clients
- Provides case management to residents
- Provide emergency transportation
- Provide crisis intervention counseling, advocacy, information and referrals to individuals calling the agency's 24-hour support line when other coverage of the line is not available
- Facilitate house meetings, supports groups, and educational groups
- Maintain accurate client records and statistics in a timely manner
- Maintain a working knowledge of domestic violence, identify and report sexual assault, elder abuse and child abuse laws and reporting responsibilities and file abuse reports, as needed
- Be familiar with legal, medical, housing, educational and social service agencies and resources in the community which may be of use to residents
- Other duties as assigned

Qualifications:

- BA/BS degree and 2-3 years' experience or 5 years' experience in lieu of degree requirement.
- Supervisory experience preferred with knowledge of California Labor Laws
- Crisis intervention, problem-solving and conflict resolution skills with staff, interns, volunteers, and clients
- Excellent oral and written communication skills

- Ability to work both independently and as a team leader
- Valid California driver license, reliable transportation, and proof of vehicle insurance
- Ability to work evenings, weekends, and holidays, as needed

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