



Director of Residential Services

Organization Type: Christ Centered Non-Profit

Hours: Full-time, 40 hours per week primarily M - F.

Education and Experience: Preference will be given to individuals who possess a degree in social work, psychology, or counseling. Five years of relevant work history required. Experience within a residential program is highly desirable.

Summary of Job Responsibilities: Provides leadership, oversight, and supervision of the Restoration Home, Learning Center and TLC (Transitional Living Center). Be a strategic thought partner for and report directly to the Executive Director. The role requires strong communication skills and the ability to work well with diverse groups such as donors, staff, and board.

Staff Leadership:

- Responsible for creating an environment in which staff feel supported, opinions are valued and expectations are clear.
- Lead staff meetings in partnership with Program Managers. Ensure agenda covers any staff training needs, participant concerns and issues are being discussed.
- Collaborate with the leadership team on staff needs, policies, procedures and training.
- Lead the participant intake team and oversee the process for accepting/declining participants, monitoring the intake phone and addressing participant questions prior to intake and onboarding.
- Identify gaps and opportunities within Restoration Home, Learning Center and TLC.
- Supervise and mentor staff. Write performance evaluations and provide feedback regularly.
- Create staff shift schedules and approve schedule changes.
- Hire and train new staff members and coordinate in-home training.

Build Community

- Work with the programming team to identify community partners that would make a positive impact on the Wings mission.
- Develop relationships with volunteers and community organizations working towards the development of opportunities that support participants and staff.

Residential Services:

- Lead the strategic planning process for Residential Services including the implementation of the strategic plan. Monitor progress towards goal achievement.
- Oversee services provided within the homes and ensure those support and deliver a healthy rhythm lived out in the homes.
- Provide ongoing coaching and support to staff in their assignments and duties.
- Develop and coordinate policies and procedures for Restoration Home and TLC. Revise and create as needed and develop implementation plans for changes.
- Participate in the annual budget planning process and provide quarterly budget reporting.
- Responsible for the residential services budget. Review and monitor residential services monthly spending.
- Oversee the development and implementation of participant program handbook
- On call as needed

Other Duties:

- Participate in the leadership team
- Prepare monthly board report

Additional Responsibilities:

- Agree with the Wings of Refuge Statement of Faith
- Understand and demonstrate a willingness to engage in the Guiding Principles of the program
- Maintain an active, growing relationship with the Lord
- Abide by organizational policies and procedures
- Exhibit leadership and management skills
- Capable of performing multiple tasks and be well organized
- Possess crisis management skills
- Display strength-based tendencies
- Effectively communicate with others
- Participate in all required training and show competency in skill areas of training content.
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements.

Qualifications:

- Never have been shown by credible evidence (e.g., a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to this effect obtained at the time of application and evidence of having made efforts to obtain and evaluate references from previous employers
- Documentation of at least two professional, educational or personal references that attest to the person's capability of performing the duties of the position.
- Complete a satisfactory preliminary criminal history background check.
- Be 21 years of age or older.
- Pass a motor vehicle record check.