



## POSITION DESCRIPTION

### Residential Services Manager

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Position: Residential Services Manager  
Department: Shelter  
Supervisor: Director of Residential Services  
FLSA Status: Full-time Exempt  
Salary: DOE

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#### POSITION SUMMARY

The Residential Services Manager is responsible for the overall coordination of the day to day operations and activities of the shelter, including staff supervision/training, delivery of services, acting as agency/community liaison, programming and family support. Collaborates with the Director of Residential Services to oversee shift supervisors and staff to ensure operational effectiveness.

The shelter is a 24-7 operation. The Residential Services Manager will keep regular business hours, however there will be occasions when it is necessary to stay past the end of the shift. The Residential Services Manager will also participate in the on-call after hours phone consultation schedule.

#### MINIMUM QUALIFICATIONS

- Must be flexible with work hours, with possible shifts on holidays, weekends, evenings and share on-call rotation.
- Must be able to pass a CYFD criminal background/fingerprint check.
- Must be able to pass driver's record check and hold valid NM Driver's License.
- Must pass a TB (tuberculosis) test.
- Preferable but not required to possess licensure: LMSW, LMHC, LPCC or LISW
- Bi-lingual preferred.
- Ability to lift up to 50 lbs preferred.

#### DUTIES/RESPONSIBILITIES

- Embrace and embody the mission, vision, values and strategic goals of Esperanza Shelter.
- Understand all agency services and represent the agency well in all forums.
- Works in coordination with the Director of Residential Services.
- Responsible for the supervision of shelter staff under his/her direction to include staff evaluations, review of client records, disciplines, and corrective counseling.
- Create schedules and cover shifts should an employee not be available for any reason.
- Oversees and manages all shelter staff ensuring accountability.
- Works in collaboration with Director of Residential Services to coordinate education and trainings for staff in accordance to agency compliance requirements.
- Works in collaboration with other agencies to provide wrap around services to clients.
- Will supervise case management activities including delivery of comprehensive client services in accordance with state and federal mandates.
- Provide trauma-informed, ethical and professional services to all clients at all times.

- Able to provide monthly, quarterly or annual reporting as requested by the Director of Residential Services, and other funding sources, regarding the shelters operations.
- Oversee building maintenance for compliance and safety purposes.
- Responsible to ensure all staff understands emergency procedures.
- Oversee emergency operational procedures, e.g. monthly fire drill.
- Participates with the Director of Residential Services in hiring and training residential staff.
- Other duties as assigned.

## COMPETENCIES

- Knowledgeable of the ways in which working with people who have experienced trauma, domestic violence and sexual assault can impact employees through secondary trauma. Proactively work to build resilience to the effects of secondary trauma/compassion fatigue by seeking supervision when common signs are present.
- Engage in reflective supervision and actively examine how this work impacts you and how you impact both participants and co-workers.
- Knowledge of advocacy skills for people who have been victims of domestic violence, including crisis intervention and case management.
- Knowledge in human services, community agencies or other related nonprofit or social change organizations.
- Must work well with persons of varied sexual preference, racial, ethnic, cultural, socioeconomic backgrounds, and with individuals who are differently-abled.
- Knowledgeable about relationship violence, child abuse, stalking, human trafficking and sexual abuse/assault.
- Ability to work independently and make sound judgements.
- Ability to provide professional services at all times to promote a respectful environment for the clients.
- Skill in proper food handling, product rotation, labeling and usage, e.g. refrigerated and dry storage food items.
- The position requires effective organizational, problem solving and written and oral communication skills.
- Ability to operate and train on Osnium
- Ability to communicate clearly and effectively to staff and clients.
- Ability to work independently and in a team setting.
- Must be able to work in a fast paced environment and be a good decision maker.

## Education and Experience:

### *Required:*

- Bachelor's degree required, preferably in Social Work, Psychology or related.
- One year supervisory/management experience.
- Two years previous experience in a shelter environment.

### *Preferred:*

- Master's Degree in Social Work, Mental Health, Counseling Psychology or other related field.

### *Substitution:*

- An Associate's degree from an accredited two-year college or university in Social Work, Psychology or directly related discipline, plus two (2) years supervisor/management experience may be substituted for the Bachelor's degree requirement.
- Fours (4) years of supervisory/management or related experience in a non-profit, shelter environment may be substituted for the Bachelor's degree requirement.

## Required Competencies:

To perform the job successfully, an individual should demonstrate the following competence in executing the essential functions of this position.

- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others' ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations.
- Written communications – able to write clearly and complete required reports with good grammar.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes or chaos in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events. Thrives in fast-paced, intense and unpredictable environments.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.

## SHARED RESPONSIBILITIES

As a requirement of their employment, all Esperanza employees are expected and required to follow and adhere to the following job responsibilities:

- Support the mission, vision, values, and goals of Esperanza Shelter, Inc.
- Support excellence in our client, participant and customer service philosophy, and deliver excellent customer service both to internal and external customers.
- Work collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
- Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite; must interact directly with people or objects at the worksite on a regular basis.
- Adhere to all company policies, procedures, work rules, guidelines and participate in trainings.
- Practice good stewardship of Esperanza property and follow policy.
- Act in a professional manner at all times and function from **integrity, honesty and loyalty** in all activities concerning Esperanza.

Esperanza Shelter ([www.esperanzashelter.org](http://www.esperanzashelter.org)) has served Santa Fe County, The Eight Northern Pueblos and three Pueblos south of the City for over forty years. Esperanza opened its doors at a time when the concept of helping a woman leave an abusive situation was unique and contrary to domestic and religious cultural norms. The majority of the survivors that rely on Esperanza's services are still women and children, although some victims of abuse are men. Domestic abuse does not discriminate. Violence and other forms of abuse exist in intimate partner relationships across all socio-economic boundaries and within our LGBTQ community.

Today, Esperanza continues to provide secure shelter as well as prevention education, community outreach, advocacy, counseling, therapy, life skills and group support both in shelter and in nonresidential programs. Our court ordered Path to Peace program is also an important component of services. More than 90% of our participants who use violence either witnessed or experienced abuse as children. Through individual and group counseling, Esperanza helps these participants to stop the behaviors of power, coercion and control.

## **AGENCY VALUES**

**Respect** – We respect colleagues and participants through words and actions. We handle conflict directly through respectful dialog.

**Compassion/Empathy** – We approach each other with kindness, compassion, empathy and curiosity even if we do not understand another's actions or words.

**Collaboration/Teamwork** – We collaborate and think about how our actions may affect the team. When possible, we approach projects as a team and make space for all voices to inform decision-making.

**Accessible, Culturally Responsive and Trauma-Informed** – We commit to creating environments, policies, program services, staff competency and educational outreach which embody these principles.

**Social Justice** – We seek to understand the day-to-day impact of unconscious bias, micro-aggression, historical trauma/oppression and how it impacts marginalized groups in our society. We do our best to identify our own biases and privilege while promoting social equity.

**Community Connection/Collaboration** – We value and support our community partners through collaboration, sharing of resources and supporting their missions.

**Transparency** – We are committed to open dialog about our policies, benefits, compensation, grant management, fiscal management, service delivery outcomes, lessons learned and strategic road map.

**Authenticity/Integrity** – We believe authentic relationships provide safe spaces to heal trauma. We believe that both individual and organizational integrity are critical to our continued success.

**EMPLOYEE ACCEPTANCE:**

- By my signature below, I certify that I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also been given access to a print and/or electronic copy of Esperanza Shelter’s Employment Policy Manual, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it.
- I understand that I am responsible for following all departmental and job-specific policies, procedures, work rules, and other guidelines.
- I understand that neither the Board of Directors nor management of Esperanza Shelter, Inc. can guarantee my employment, and that Esperanza can change compensation, benefits, and conditions of my employment at any time and at its full and sole discretion in order to meet business needs of Esperanza.
- I further understand that the foregoing Job Description is not all-inclusive of the duties to which I may be assigned. In order to meet business needs, ensure maximum flexibility and efficiency, and to encourage cross training, I acknowledge that I may be assigned additional duties as are deemed necessary or desirable by Esperanza.
- I acknowledge that Esperanza also reserves the exclusive right to transfer, assign, or locate the incumbent to another job assignment within this job title for which I am qualified. Such transfer, re-assignment or re-location may be on either a temporary or regular basis, and shall be done in order to meet the business needs of Esperanza.
- I also certify by my signature below that I am able to perform the essential functions of this Job Description either with or without a reasonable accommodation. I further acknowledge that this Job Description does not constitute a written or implied contract of employment with Esperanza.

• **Accepted by:** \_\_\_\_\_  
*Employee Signature* *Date*

\_\_\_\_\_

*Print Employee Name*

• **Witnessed by:** \_\_\_\_\_  
*Esperanza Representative Signature* *Date*

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*Print Esperanza Representative Name and Job Title*