

Residential Manager

PURPOSE OF POSITION: To guide and support staff, young adults programming and structure and ensure the implementation of each residents' treatment in the home. To create and provide structure of daily shifts by ensuring proper staff coverage and monitoring program activities and events.

HOPE Now Transitional Living Home is an Equal Opportunity Employer
Medical, Dental, Vision, 403(B) Retirement Savings Plan, and family environment with startup nonprofit organization.

ESSENTIAL QUALIFICATIONS:

- Bachelor's Degree Preferred in psychology, social work, sociology, or an acceptable Human Services Degree as determined by DCFS rule 401. Or minimum 3 years' experience in like position.
- Experience working in a residential setting or a high- energy work environment with staff and youth/young adults.
- Ability to guide and provide feedback to staff in the HOPE Now Transitional Living Home and delegate tasks as needed.
- Ability to work a minimum of three late nights per week (Sunday-Thursday) which will be determined based on the needs of the specific program.
- Ability to work independently and as an active team member.
- Ability to apply a teamwork approach by recognizing youth care staff individual strengths, supporting staff, sharing credit and holding team accountable.
- Ability to be flexible, adaptable and problem solve in a fast- paced environment.
- Is open and respectful of cultural and socioeconomic characteristics of clients and is willing and competent to work with a diverse client population.
- Ability to demonstrate regular and predictable attendance.
- Excellent interpersonal, oral and written communication skills. Ability to write reports and correspondence.
- Ability to maintain a high level of professional demeanor and interactions.
- Ability to maintain confidentiality, practice healthy professional boundaries and ethical judgment.
- Ability to read and interpret professional journals, manuals, policy and procedures.
- Ability to attend required Agency trainings (including CPR/First Aid, and Crisis Prevention Institute Training), events, and maintain necessary training compliance. Flexibility to attend daytime trainings or sessions outside of regularly scheduled hours.
- Proficiency in Microsoft Office, as well as the ability to become proficient in other software and databases as required by Agency.
- A valid California driver's license, ability to drive a van (if needed), maintain a clear driving record, and retain driving approval through the DCFS.
- Commitment to the mission, values, and goals of the Agency.

ESSENTIAL FUNCTIONS:

- Create monthly staff schedule with support of Program Managers and ensure 24-hour coverage of Home.
- Participate in staff interview process with Program Managers/Executive Director.
- Responsible for training and onboarding new youth care staff with Program Manager.
- Facilitate weekly youth care worker meetings.
- Guide and support youth care team by providing an organized and well-structured shift schedule.
- Lead daily shift planning meetings, delegate tasks and responsibilities to youth care staff and provide direct feedback to youth care staff as necessary.
- Responsible for daily Home coordination including shift schedule, meeting coordination, supporting Hope Now paperwork completion, creating and implementing program systems and activities.
- Responsible for tracking youth annual physical and bi-annual dental appointments.
- Ensure program handbooks, manuals and resources are up to date.
- Familiarize, support and practice agency models, and the use of Crisis Prevention Institute (CPI) theory and practice in de-escalating situations.
- Learn, align with, and execute the treatment philosophies, modalities and practices of the Agency.
- Support and implement the policy and philosophy of the Agency and program.
- Respond to requests from other departments in a timely manner.