

Partners for Peace
Residential Team Leader Job Description

The staff operates by consensus in a collaborative manner. Each employee is assigned to a Team which is led by a member of the Leadership Team. All staff strive to incorporate into their programs the input and experiences of people affected by domestic violence and abuse.

Purpose of position: The Residential Team Leader works with and leads the Residential Team. As a member of the Leadership Team, the Team Leader shares responsibility for the leadership and management of the organization. The Residential Team Leader is responsible for the supervision of staff and services that are defined in the Residential Team job description. The Residential Team Leader is responsible for assuring consistent, high-quality delivery of residential services in the organization's region. The Residential Team Leader will perform Residential Team program duties as needed.

Status: Salaried Nonexempt

Team/s: Leadership Team and Residential Team

Location: Bangor; occasional travel between the two Resource Centers and throughout the service area.

Specialized responsibilities of this position:

1. As a member of the Leadership Team, working with the Facilitative Director:
 - Facilitate forward movement of organizational goals.
 - Assure organizational compliance with all state and federal regulations and funding requirements.
 - With the Human Resources and Steering Committees, oversee the human resources functions of the organization, including personnel policies, hiring, supervision, development and evaluation of staff.
 - Provide for quality assurance in accordance with MCEDV standards and other external contracted services.
 - Maintain the overall picture of how program areas are affected by funding and changes in community context and needs.
 - Research funding opportunities, prepare grants applications and contracts, and create program budgets for each program and in conjunction with the entire organization.
 - Cultivate and nurture relationships with funders and community partners to enhance PFP's residential services.
 - Assure that the experiences of people affected by domestic violence, as articulated in hotline, residential, and group interactions, inform program development and maintenance.
 - Support and demonstrate commitment to an organizational culture of excellence, accountability and ethical communication.
 - Communicate regularly with the Steering Committee.
 - Coordinate volunteer integration and engagement.
 - Initiate and participate in program evaluation and planning.
2. Working with Residential Team:
 - Serve as coach, supervisor, and facilitative leader for the Residential Team.

- Demonstrate vast knowledge within the residential services program and how systems impact victims of domestic violence.
 - Promote an understanding of how staff roles relate to the overall mission and values of the organization.
 - Facilitate communication between teams.
 - Collaborate across teams to ensure that services are coordinated, integrated and efficient.
 - Represent and report out Residential Team accountabilities and progress.
 - Define necessary roles, expectations and resources and facilitate the Residential Team appropriately to achieve objectives.
 - Evaluate the effectiveness of program policies and protocols.
 - Develop and maintain all Residential Team related contracts, grants, and activities, including reporting requirements.
 - Work with Residential Team members to ensure the timely submission of required reports, and review reports for accuracy.
 - Facilitate volunteer integration and engagement within the Residential Team.
 - Identify gaps in necessary roles.
3. Facilitate inclusive performance feedback processes:
- Foster ethical and direct communication.
 - Initiate and mediate conflict resolution.
 - With other Team members, integrate new Team members.
 - Coordinate performance evaluation process.
4. Perform other duties as assigned.

Minimum qualifications for this position:

1. Basic requirements as listed in Responsibilities of All Staff.
2. Knowledge of homeless and residential service models.
3. Demonstrated supervisory experience, preferably 1 or more years.
4. Excellent written and oral communication skills.
5. Flexibility in rapidly changing environment.
6. Collaborative decision-making skills.
7. Bachelor's degree or equivalent professional experience.

Preferred qualifications for this position:

1. Case management experience.
2. Experience with data collection and reporting procedures.
3. Knowledge and understanding of the impact community systems and institutions have on people affected by domestic violence.
4. Experience working with and advocating for homeless populations in local, regional and statewide venues.
5. Knowledge of housing resources, practices, and laws.
6. Appropriate professional license or employment since 2009 as a case management supervisor.*

Common responsibilities of all positions: Under the leadership of the FD, these common responsibilities are shared by all staff at PFP.

1. Deliver direct services to people affected by domestic abuse.
2. Deliver community education programs.

3. Participate in interagency networking and other activities as indicated by agency needs and individual job responsibilities, including but not limited to the Maine Coalition to End Domestic Violence.
4. Participate in organizational activities including staff meetings, committee meetings, in-service training, peer evaluations, and program planning.
5. Participate in recruitment, screening, training, and support of volunteers.
6. Report and/or compile statistics and units of service accurately and timely.
7. Participate in fiscal management of the organization and/or program.

Requirements common to all positions:

1. Successful completion of the organization's core direct service (hotline) training.
2. Understanding of domestic violence and abuse.
3. Understanding of and ability to maintain confidentiality.
4. Willingness and ability to employ the self-help model of service delivery.
5. Reliable transportation and required insurance.
6. Willingness and ability to work flexible hours, including some nights and weekends.
7. Capability to provide 24 hour confidential hotline coverage as scheduled.
8. An understanding of requirements of funding for one's position and the organization in order to participate in meeting those requirements.
9. Ability to work effectively as a member of a Team and participate in consensus decision making.
10. Effective written and oral communication skills.
11. Basic computer skills.
12. Comfort with diverse populations.

***Case Management Supervisor Qualification:**

Supervision of comprehensive case managers must be provided by a:

1. Licensed physician, licensed physician assistant, licensed psychologist, licensed clinical social worker, licensed clinical professional counselor, licensed marriage and family therapists, advanced practice nurse, psychiatric nurse, registered nurse or a licensed social worker as defined below in Section 13.07-2 B.3., Professional Staff, OR
2. Person who was employed on 8/1/2009 as a case management supervisor providing supervision under the former subsections of Section 13. Such staff will be considered qualified for the purposes of this section.

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Approved ____DATE____