



<b>JOB TITLE:</b>	Residential Services Director
<b>SUMMARY:</b>	Leads the agency's three signature residential programs by providing direct supervision, performance management, schedule management, and training to the Social Work Supervisor and Residential Team.
<b>REPORTS TO:</b>	CEO
<b>SUPERVISORY DUTIES:</b>	Supervises the Social Work Supervisor, Program Supervisor, and team of Residential Specialists.
<b>STATUS:</b>	Full-time, exempt
<b>HIRING PAY RANGE:</b>	\$60,000-\$70,000 annually

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**Who we are:**

Now in our 121<sup>st</sup> year of service to the Charlotte community, Crittenton is a non-profit organization whose mission is to empower women and children through education, health, residential care, and supportive services. We envision ending the generational cycle of poverty and trauma, creating better tomorrows. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported, and empowered.



Want to see where you could be working?

Head to our website to view a virtual tour of our beautiful new 38,000 square-foot facility!

[www.crittentonofnc.org](http://www.crittentonofnc.org)

**Working here:**

\*Crittenton is proud to be among the growing number of employers who are investing in their employees' overall health, wellness, and job satisfaction by piloting a **32-hour workweek**. Our pilot program will run from July 8, 2024 to October 5<sup>th</sup>, 2024. At that time, agency leadership will assess the program's effectiveness and make a decision on its continuation. It is our sincere hope to make this a permanent benefit.

The Residential Services Director ensures excellent implementation of the Agency's programs by providing immediate support, direct feedback, and continual development opportunities for their direct reports. This position is responsible for client satisfaction, maintaining the highest standards in service delivery. The role is pivotal in maintaining a safe, supportive environment for clients while adhering to all regulatory requirements. The Residential Services Director functions as part of the Leadership Team which supports the core values and mission of Crittenton. The ideal candidate will have strong organizational skills, excellent communication abilities, and a passion for providing quality care and support for our clients.

**Benefits:**

Crittenton offers an innovative and competitive benefits package designed to enhance our employees' work-life balance and support employee well-being. These benefits include:

- **32-hour workweek\***
- Medical, Dental and Vision Insurance



- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account options
- Paid Time Off
- Paid Holidays
- Paid COVID sick leave
- Paid sabbatical leave
- 401(k)
- Employee Assistance Program
- Supplementary Voluntary Benefits
- Complementary meals during working hours

**Specific Duties and Responsibilities:**

- Oversee the day-to-day operations of residential programs, including managing staff, coordinating schedules, and ensuring adequate staffing levels for the facility.
- Develop and implement policies and procedures that are compliant with Licensure, Accreditation, and industry best practices.
- Create a trauma-informed, inclusive and supportive environment for residents, promoting their independence, well-being, and quality of life.
- Conduct regular staff meetings, providing guidance, training, and support to ensure a high standard of care is maintained.
- Interviews and hires for all positions on Residential Staff team in cooperation with appropriate team members; develops and ensures consistent execution of thorough on-the-job training program for direct care staff.
- Trains and evaluates the work of Residential Staff team, both on an ongoing and annual basis
- Reviews incidents and submits critical incidents to state licensure consultant.
- Provides 24/7 on-call support to Residential Staff team to give direction and support during crisis situations, staffing issues, incidents, or to clarify program policy.
- Responsible for performing Residential Staff duties in the event of staff absence.
- Facilitates client-staff grievance mediations as needed.
- Continually assesses program effectiveness, quality of care, and compliance with Licensure and Accreditation standards; recommends changes and improvements in the organization, workflow, and new programs to the CEO.
- Maintains a program of continual feedback from residents by coordinating regular distribution of client surveys and establishing a schedule of regular client focus groups.
- Works cooperatively with the Vocational & Volunteer Coordinator to coordinate monthly programming calendar.
- Responsible for selecting and leading a team within the organization to compile the residential program studies for Accreditation and state licensure, and meeting the deadlines associated with each.
- In coordination with the Social Work Supervisor, facilitates weekly team clinical meetings to ensure coordinated implementation of treatment plans and service delivery, such that the comprehensive care of clients reflects the objectives of Crittenton.
- Plays a significant role in the agency's Performance & Quality Improvement (PQI) team.
- In collaboration with the Data Coordinator, oversees the audit of clinical charts to ensure adherence to county, state, and Accreditation guidelines.
- Responsible for conducting monthly fire evacuations and safety drills for the entire agency.
- Serves on community planning and policy committees as assigned by CEO.
- Assists the CEO in planning the agency's annual budget.



- Responsible for completing various monthly and annual funding reports and assists with monthly and annual billing procedures.
- Participates in grant applications and grant reporting as needed.
- Stays up to date with industry trends and best practices, attending relevant workshops, conferences, and training sessions to continually improve the quality of care provided.
- Actively participates in Cross Organizational Teams (COT) as a liaison between the Residential Staff team and other departments (Leadership COT, PQI COT, Staff Development COT, Documentation COT)
- Works collaboratively with Director of Compliance & Licensure and Human Resources to ensure ample and appropriate opportunities for staff development and training are offered and that all staff meet the minimum training requirement.
- Models effective communication and problem solving skills for team; guides team through confrontation of difficult issues.

**Qualifications:**

- Knowledge of best practices in the field of Social Work and group home service delivery.
- Experience working with populations dealing with trauma, substance abuse & recovery, mental health, and other co-occurring disorders.
- Crisis intervention and conflict resolution skills.
- Knowledge of relevant regulations and compliance requirements in the field of group home management.
- Proficiency in using computer software and electronic health record systems.
- Ability to work collaboratively within a team environment and inspire a positive and inclusive work culture.
- Must have a proven track record of successful staff supervision, training, team building, and performance evaluation.
- Excellent interpersonal skills and the ability to maintain positive collaborative relationships among staff and community partners.
- Flexibility to work in a fast-paced, challenging, and dynamic environment.
- Commitment to Crittenton's mission goals and values.

**Education & Experience:**

MSW from a CSWE Accredited school and a minimum of 3-5 years of experience in a leadership or management role within a residential or mental health care setting.

**How to apply:**

Please send a resume to [alee@crittentonofnc.org](mailto:alee@crittentonofnc.org)

*Crittenton is dedicated to diversity in our staff and our work. An Equal Opportunity Employer, we are committed to inclusivity in our hiring practices and we encourage members of all groups and communities to apply for this position. We do not discriminate on the basis of race, color, religion, national origin, gender, gender identity, sexual orientation, age, disability, veteran status, or genetic information. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors.*