

Director of Residential Programs
REACH Beyond Domestic Violence, Inc.

The ideal candidate for this role is an experienced leader who believes in utilizing the collective strengths and perspectives of a team in order to create and maintain a welcoming, trauma informed space for survivors and staff alike. Clinical experience with strengths-based approaches is essential. We are looking for someone to build, support, and retain a team of people who work from REACH's core values.

REACH's Residential Program is a fully staffed, 8-bedroom, home-like building offered for survivors of domestic violence who are in need of shelter. Due to the demand for both shelter space and affordable housing in the Commonwealth, the program is always full and residents often stay for extended periods. The shelter is staffed by full time advocates, full and part time milieu staff and many volunteers.

The Director provides overall management and supervision to the shelter program, including supervision of staff, developing and managing the program budget, developing and implementing policies and procedures, maintaining compliance with grants and contracts, and integrating the program with others in the organization. The Director is responsible to ensure uninterrupted on-site coverage of the residential facility. The Director of Residential Programs is a member of the senior management team and reports to the Executive Director.

We believe that successful candidates will demonstrate the following characteristics:

- Work and lead from a philosophy that sees people, not problems
- Bring a positive energy and eagerness to engage with people
- Commitment to fostering a workplace culture that is social justice-centered
- Superior skills in leadership, organization, collaboration, problem solving, and conflict resolution
- Knowledge of the dynamics of domestic and sexual violence and the impact of trauma
- Experience working with individuals coping with multiple stressors (addiction, mental illness and trauma)
- Experience building, retaining, and managing a strong team doing trauma informed relational work
- Flexible, adaptable, patient, proactive approach – willing and able to do what is required to make the shelter run smoothly
- Ability to think on a large scale about the shelter program and how it fits with the organization as a whole

Specific responsibilities:

- Provide overall leadership for an extensive program comprised of numerous full and part time staff and volunteers. Build and sustain an effective team ensuring shelter practices and policies are consistent with REACH's model.
 - Supervise full-time direct service staff members. Provide weekly professional supervision, as well as daily support with advocacy needs and house coverage.
 - Supervise part-time residential support staff and volunteers; offer regular onsite professional supervision.

REACH is an equal opportunity employer and provides an inclusive work environment.

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- Partner with program clinical supervisor to ensure consistency and support sustainability.
- Manage and supervise student intern program including training and project coordination. (A successful candidate with LCSW/LICSW would have the opportunity to build a clinical MSW internship program.)
- Provide crisis intervention and management. Mentor staff in crisis intervention skills.
- Assist in providing direct advocacy coverage (individual meetings, transportation to appointments, assistance with moving, child care, etc.) as needed, modeling appropriate and professional boundaries as well as adherence to guidelines and protocols to ensure shelter confidentiality and security.
- With the Shelter Manager, oversee day-to-day smooth functioning of the shelter by ensuring:
 - 24-hour shelter coverage, including hotline, by shelter staff;
 - cleanliness, safety, maintenance and repair and overall structural integrity;
 - efficient and reliable vendor relationships;
 - staff and residents trained on safety protocols and emergency procedures;
 - paperwork, data collection and reports completed by all staff in a timely manner.

This is a full-time exempt position with a flexible schedule. In order to ensure proper supervision of all staff, the Director of Residential Programs will also work evening or weekend hours. This position includes on-call coverage and the Director is expected to respond to emergencies as necessary. This position is considered essential staff and may be expected to work onsite during holidays and/or inclement weather.

Qualifications:

- REACH seeks candidates with diverse language, cultural, identity or life experience.
- Experience working in a residential setting and from a trauma informed approach
- Candidates must have a valid driver's license and reliable transportation in order to transport shelter guests
- Must be able to regularly lift and move 25 pounds in order to assist guests in moving in and out of the shelter and occasionally lift and move 50 pounds
- Role requires the ability to regularly ascend and descend stairs in order to support all guests in a residential setting
- Candidates will be asked to submit to MA Criminal Records Check (CORI)

Salary range: \$65,000-\$70,000 depending on experience

Please submit resume and cover letter to Laura Van Zandt, Executive Director.

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REACH Beyond Domestic Violence is a non-profit organization working with survivors of domestic violence to foster safety and support while engaging communities to promote healthy relationships. Our programs include 24-hour hotline services, emergency shelter, support groups, legal advocacy, specialized children's services, community-based survivor advocacy programs and community education and training.

At REACH, we believe that the way we do our work matters. The respectful, equitable relationships we work for in the world have to start with us. We work with communities and individuals to change social norms and systems of oppression in order to prevent and ultimately end domestic violence. We do this work because we believe change is possible, and we look forward to having you join us.

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