

Job Title	Residential Supervisor
Employer/ Agency	The Women's Home
Job Description	See Attached
Qualifications	See Attached
Salary/Hours	TBD
Employer/Agency	The Women's Home
Address	607 Westheimer Rd
City, State, Zip	Houston, TX 77006
Contact Person	Nelda Allen
Contact Title	Manager of Residential Services
Telephone Number	713-522-8035
Fax Number	281-501-8798
Email Address	nallen@thewomenshome.org
Application Method	Email resume
Opening Date	2/20/17

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Job Description

Title of Position: Residential Supervisor
Reports to: Manager of Residential Services
Every Other Weekend, 12 noon – 12 midnight & Holidays

Position Summary: This position is responsible for supervising residents to ensure their safety and providing an atmosphere conducive to rehabilitation.

All employees are expected to support the mission of The Women's Home "to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals". This is accomplished in many practical ways and by expressing in everyday work behavior our core values: Dignity – Respect for the worth of every person; Integrity – Honesty, justice, consistency and ethical practice in all relationships; Inclusiveness – Diversity in those we serve, our staff and leadership; Stewardship – Wise use of talents and resources in the service of others; and Holistic Growth – Empowering individuals to adapt creatively to changes in life. Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.

I. General Responsibilities

- A. Supervise over- the- counter medication needs, household duties, adherence to house rules and safety regulations/standards and providing an atmosphere conducive to rehabilitation. The supervisor has direct responsibility for the residents in case of emergency.
- B. General management of the household at day or night, according to shift.
- C. Enforce policies outlined in Residential Handbook.
- B. Monitor preparation and cleanup of all meals.
- C. Supervise storage of all perishable items by residents.
- D. Lock kitchen door after meal clean-up is complete.
- E. Coordinate any nighttime activities, special programs or outings.
- F. Offer supportive listening and feedback when resident is in mental/emotional distress.
- G. Maintain visibility by interacting with residents at all times. Assist with conflict resolution and problem solving, if appropriate.
- H. Remain in the facility during entire shift. Also, must stay awake and alert during shift.
- I. Set security alarm at curfew, and turn off when curfew ends.
- J. Supervise client visitation process.
- K. Conduct drug tests and random room searches as needed.
- L. Transport residents in van, as needed.
- M. Order cab transportation services as needed.
- N. Conduct quarterly fire drills and safety meetings.
- O. Assist with quarterly client awards banquet.
- P. Other duties as assigned by the Manager of Residential Services.
- Q. Attend and participate in monthly staff meetings.

II. Operating Procedures

- A. Medication Management
Dispense over-the-counter medication as needed, and record in log.

- B. Supervision of Household Duties
Dispense cleaning supplies to clients to necessary to complete chores
Ensure clients start and complete assigned chores
Ensure chores are completed correctly

- C. Securing Premises
Check to make sure that all exterior doors are locked at end of shift.
Check to make sure that no appliances are left operating (i.e., washer/dryer, irons) on both floors.

III. Qualifications

- A. Bachelor's degree preferred in Human Services or health care related field.
- B. Experience with substance abuse and/or mental illness.
- C. Valid Texas Driver's license with no outstanding warrants or tickets.
- D. Mature person capable of making sound decisions and effectively carrying them out in the absence of specific directives.
- E. Demonstrate a willingness to extend herself to the residents as needed.
- F. Willing to confer with supervisor when needed.
- G. Have ability to set and maintain good boundaries with the residents.
- H. No criminal background or history.
- I. Preferable application be available to work any shift.

IV. Working Conditions

- A. Staff is based inside Main Residence. Staff will have a desk, access to a computer and other standard office equipment (e.g., copier, fax, etc.)
- B. Staff must be able to handle frequent walking inside the building, and inside the grounds of the residential area. Staff must be able to walk up one flight of stairs.
- C. Occasional lifting. Staff must be able to lift 15 – 20 pounds.