



JOB DESCRIPTION

POSITION TITLE: Resident Program Manager

FLA STATUS: Hourly

EMPLOYMENT STATUS: Full-Time

DATE LAST UPDATED: 7/14/2019

POSITION SUMMARY

This position is responsible for overseeing the residential services, with responsibility for supervision and evaluation of the resident advisors and ensuring the proper management, education and care of the residents.

REPORTING RELATIONSHIPS

Position Reports to: Chief Operating Officer

Positions Supervised: Resident Advisors

DUTIES AND RESPONSIBILITIES:

- Provides Case Management services for each resident by determining needed support, assists with finding required services, provides advice, creates action plans and monitors resident's progress against prepared plan
- Prepares work and meeting schedules for Resident Advisors; provides daily oversight of tasks, duties and responsibilities, and provide regular evaluation and feedback
- Conducts devotionals with residents as needed
- Supervises the Resident Advisors and volunteers in the care of the babies
- Shops for household goods and assists residents with weekly menu planning and daily dinner preparation as needed
- Assigns weekly chores to residents to include Kitchen/Kitchen Aide; Bathroom & shower room; Family & School room; Lobby & Counseling Room and Childcare center
- Receives and responds to crisis pregnancy calls, and refers calls to other agencies as necessary, using established internal and external protocols
- Manages new residents intake using established internal and external protocols
- Distributes and monitors prescribed morning and daytime medications
- Conducts Morning Room checks and ensures compliance with the rules of the home
- Holds group and one-on-one counselling sessions with individuals to support residents' growth and development.
- Transports residents to various appointments and activities as needed
- Prepares monthly administrative reports in respect of the residents for Florida Pregnancy Support Services Program (FPSSP), Florida Association of Christian Child Caring Agencies (FACCCA) and other agencies and stake-holders as needed
- Attends FACCCA and FPSSP conferences and implements and/or updates protocols, practices and policies as needed

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- Completes required documentation on residents and children and maintains records in manner required by State, County and internal standards.
- Coordinates and supervises planned activities for the residents that promote their spiritual, physical, social and psychological well-being
- Assists with evaluating and reviewing the program and recommends ways to improve employee services and the program in general
- Assists the Operations/Resident Coordinator with managing and distributing donations for the residents
- Drug screens residents in accordance with established protocols
- Develops and distributes weekly and monthly schedule of applicable resident program communication.
- Participates in hurricane, fire and other disaster preparation training and drills.
- Monitors residents enrollment and participation in required educational programs (*Earn while you learn; Adoption Options; Nutrition for Pregnant Women; Healthy Women healthy Baby; Financial Peace; Timothy II; Ruth; Art Therapy; Basic Budgeting; 40 Hour Teaching Certificate*).

ADDITIONAL DUTIES

- Perform other related duties and assumes other responsibilities as necessary or as delegated.

QUALIFICATION AND EXPERIENCE

Education, Experience, Licensing & Certification

- Bachelor's Degree in Social Services or related field, with two years related experience and/or training; or any equivalent combination of education and experience
- CPR/AED, BMCP and First Aid certification
- Valid driver's license

Necessary Knowledge, Skills, & Abilities

- Basic knowledge of budgeting principles
- Ability to communicate effectively both verbally and in writing (competence with MS Word), to compose accurate correspondence, and resolve routine issues
- Advanced communications skills and above-average ability to work cohesively in a team-oriented, collaborative environment
- Demonstrated ability to multi-task and ensure daily and weekly deadlines are met.
- Skills in public relations, organization and time management
- Demonstrated open-mindedness and welcoming of individual differences, to include race, cultures, religions, and economic backgrounds
- Demonstrated ability to facilitate interaction with and supervision of resident advisors and residents.

WORK ENVIRONMENT

- Works in a group living environment
- Casual business attire required

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- Required to travel to local appointments and activities with residents and assist with activities in an outdoor environment
- Occasional need to lift, carry, push and/or pull objects weighing up to 20 pounds

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer. Requirements are representative of minimum levels of knowledge, skills, or abilities.