

Florence Crittenton Services Position Description

Who we are

Founded in 1903, Florence Crittenton Services of North Carolina is a non-profit organization that provides maternal, family care and life skills services for girls and women who have experienced trauma. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported and empowered. We exist to help every girl and woman who walks through our doors realize a better tomorrow. Our five core values that drive our service delivery are: Compassion, Respect, Inclusion, Accountability and Hope.

Working here

FCS employees, along with our community partners and volunteers play an integral part in our success. Our employees are here because we care about our clients more than they may even care about themselves. As an FCS employee, you will help to create positive outcomes, guiding clients toward a better path and helping them stay on it, even when the journey gets difficult.

We deliver our services with a trauma-informed approach using the ARC framework. As a member of our team you will receive ARC training to develop an understanding of the impact that trauma and adversity have on our clients. We work as a team using a shared language and structure for providing our services to address these trauma-related impacts to help our clients thrive and realize a better tomorrow.

Here are some of the many ways our employees help girls and women realize a better tomorrow:

- Building a foundation of self-esteem
- Creating stable, sustainable family units
- Ensuring healthy delivery and baby
- Overcoming trauma to achieve self-sufficiency
- Keeping mothers and children together
- Facilitating positive future outcomes

Working at FCS provides you with the opportunity to make a difference in the lives of girls, women and children in a unique working environment. Benefits include complimentary meals during your shift, on-site fitness room, and many opportunities to attend valuable training to enhance your personal and professional development.

Job Title: Residential Supervisor

General Description of Duties:

The Residential Supervisor is primarily responsible for assisting the Residential Director with supervision of Residential and Direct Care staff across all shifts. Responsible for maintaining a climate conducive to positive, cohesive and safe group living. Provides intensive support to clients and staff in the areas of positive behavior management, behavioral supports and behavior interventions. Utilizes crises intervention skills.

Line of Authority:

The Residential Supervisor reports directly to the Residential Director.

Job Classification:

Full time, Exempt

Specific Duties and Responsibilities:

- Under the direction of the Residential Director, provides supervision of 2nd Shift Residential and Direct Care Teams; supervises Vocational Coordinator.
- Together with Residential Director and Social Work Supervisor, provides 24/7 on-call support to Residential and Direct Care Teams on an alternating basis.
- Responsible for regular evaluation of shift notes and medical administration records entered by staff; follows up with staff to address incomplete documentation as needed.
- Assists Residential Director with ensuring staff compliance with all county, state and CoA guidelines.
- Responsible for performing Residential Staff and Vocational Lab duties in the event of staff absence.
- Implements behavioral programs and intervention plans designed to make positive changes and ensure an appropriate and safe group living environment.
- Works one-on-one with clients to establish trust and build rapport; maintains open door availability for clients during working hours.
- Assesses and defuse crisis situations using conflict resolution and crisis management techniques.
- Works collaboratively with Residential Team and Social Work Team to establish positive client relationships that develop appropriate and positive behavior modifications, enabling clients to be successful in the program.
- Participates in weekly Treatment Team clinical meetings to assist in development, implementation and revision of individual treatment plans.
- Ensures clients follow program guidelines, rules and regulations at all times.
- Transports clients and their children in agency vehicles to various appointments, court proceedings...
- Participates in interview and selection process for Residential and Direct Care Team vacancies.
- Participates in a minimum of 24 hours of continuing education activities annually.
- Attend cross organizational team meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision.
- Maintains professional ethics as outlined in the NASW code of ethics.
- Other duties as assigned.

Minimum Qualifications/Requirements:

- Must be able to work from 1pm to 9pm.
- Must have experience in residential care and supervision.
- Must have valid driver license and acceptable driving record.
- Knowledge of appropriate behavior intervention strategies.
- Ability to understand behavioral situations and react accordingly.
- Ability to be understanding and sensitive to the unique needs and circumstances of the client population served.
- Ability to provide leadership and direction to all levels of residential staff.
- Strong interpersonal and organizational skills with a customer-focused attitude.
- Must be able to work as part of a team.
- Must be CPR certified within 30 days of hire.
- Commitment to Florence Crittenton Services' mission, goals and values.

Education:

Bachelor's Degree in human services or related field and at least three years of residential care experience; at least one year of supervisory experience.

How to apply:

Email a cover letter and resume to alee@fcsnc.org. Include a comment as to why Florence Crittenton Services is of interest to you.

Florence Crittenton Services is an Equal Opportunity Employer.