



Director of Residential Services

Mission Statement

Hope, healing, safety, social change.
Working together to end domestic and partner violence.

Vision

A community unified in peace, justice, and equity,
for the safety and well-being of every individual.

DOVE's Statement of Welcome and Affirmation

DOVE welcomes refugee and immigrant survivors both documented and undocumented; people with disabilities; people who are D/deaf or hard of hearing; BIPOC (Black, Indigenous, and other People of Color); LGBT, Queer, Trans, and Non-Binary individuals; people of all religion and faith beliefs; and individuals whose first language is not English. DOVE welcomes people of all identities, including those not named.

Organization Summary

DOVE (Domestic Violence Ended), Inc. was founded in 1978 and has since grown from one crisis hotline to a comprehensive multi-services organization. DOVE is the only domestic violence organization in Norfolk County. DOVE provides a range of services for individuals who have experienced abuse, including a 24-hour hotline, emergency shelter, safety assessment and planning, supportive education and counseling, support groups, legal assistance, assistance accessing governmental and community-based services, and community outreach and education. At DOVE, we believe that all people have the right to live free from the fear of abuse. At our core, DOVE's work is about fostering healthier and safer relationships for all.

Job Purpose:

The Director of Residential Services works with the Residential Services Staff to oversee and implement the daily operations and programming of the emergency shelter as well as transitional housing apartments, in keeping with the mission and stated goals of the organization. Responsibilities include, but are not limited to: recruitment, hiring, scheduling, supervision, professional development, and evaluation of Advocates (3) Residential Services Staff, Interns, and volunteers; program development, implementation, tracking, and evaluation; and property/facilities maintenance and management. The Director works closely with the Executive Director to grow, adapt, and evaluate, DOVE's services and programming. The Director of Residential Services is a member of DOVE's Leadership Team.

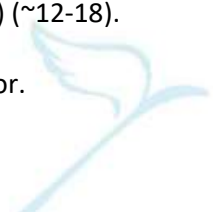
This position is supported by and dependent on grant funds.

Supervisory Responsibilities: The Director of Residential Services supervises Residential Services Staff (Residential Advocacy Manager, Housing and Economic Empowerment Specialist, Residential Life Specialist, and others to be determined), interns whose work includes shelter shifts, volunteers (5-20), and supportive/collaborative services contracts. Support Residential Advocacy Manager in providing regular supervision and support as well as annual evaluation of Residential Support Staff (RSS) (~12-18).

Reporting responsibilities: The Director of Residential Services reports to the Executive Director.

24-Hour Hotline: 617.471.1234 or 1.888.314.DOVE (3683)

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Responsibilities:

Personnel Management & Supervision

- ◆ Interview, recommend for hire, and train emergency shelter staff, interns, and volunteers in policies, protocols, and practices of the shelter. Serve as a resource to staff by being available to answer questions and explain policy and practice.
- ◆ Provide regular individual supervision to Residential Advocacy Manager, Housing and Economic Empowerment Specialist, Residential Life Specialist, and other staff as added to Residential Services Team.
- ◆ Create and manage monthly Shelter coverage schedule.
- ◆ Schedule 24-hr. coverage for Emergency Shelter, working with Residential Advocacy Manager (who provides direct supervision for RSS).
- ◆ Coordinate and participate in Shelter/Hotline On-Call schedule; provide additional backup support for On-Call staff as needed.
- ◆ Compile, approve, and submit payroll information every other week.
- ◆ Participate in supervising student interns annually.
- ◆ Coordinate internal/external training with social justice perspective for RSS, interns, and volunteers to ensure development of relevant professional skills, working closely with Residential Advocacy Manager.
- ◆ Interview, train, and oversee shelter-based volunteers (approximately 2-8). Coordinate and oversee shelter volunteer days such as; Shelter Clean Out days and HAP donation sorting. Community Engagement and Events Manager and/or Residential Life Specialist may be actively involved in these efforts.

Program & Services Management

- ◆ Guide the development, implementation, and oversight of all program protocols and guidelines.
- ◆ Provide leadership in program planning, development of programmatic goals and objectives, and regular evaluation of programs to ensure quality service provision that effectively meets the needs of survivors and program participants in DOVE's residential services.
- ◆ Maintain all important shelter documentation, i.e., Certificate of Inspection, Confidentiality Agreements, etc.
- ◆ Review and maintain documentation of all Program Participant (PP) interactions, change of shift log, and communication log book.
- ◆ Plan and facilitate weekly Shelter PP Case Review meetings.
- ◆ Participate in On-Call rotation (~one week every 6-10 weeks).
- ◆ Provide periodic coverage on hotline and in emergency shelter.
- ◆ Assist PPs with basic residential needs, serving as secondary staff to RSS on duty.
- ◆ Oversee DOVE's shelter-based collaborative service partnerships with organizations such as Quincy Public Schools, QCAP, and Birthday Wishes.
- ◆ Participate in planning and conducting organization's 35-hour DV training twice annually (fall and winter/spring), under leadership of Director of Community Education & Prevention.
- ◆ Participate in community outreach efforts and relationship-building, including attending community roundtables and networking with area service providers.
- ◆ Represent DOVE in community forums and collaborations (i.e., housing and homelessness) and collaborate with community partners/stakeholders to enhance and expand services and collaborations.
- ◆ Participate in representing DOVE and its services to current and prospective donors, elected officials, funders, and other outside constituents.
- ◆ Hold necessary meetings with PPs around safety and communal living agreements. Develop plan for any required agreements with PPs, and conduct follow up as needed.

Management & Administrative

- ◆ Develop and implement programmatic policy to ensure and enhance service delivery.
- ◆ Maintain and report accurate/timely organizational records and statistics related to hotline and residential programs service delivery, programmatic outcomes, staff supervision and evaluations, etc.
- ◆ Execute and ensure compliance with service delivery components of funding contracts and grants.
- ◆ Complete forms and reports as required by the organization and funders, including DPH reports.
- ◆ Participate regularly and represent DOVE at local, regional, and state meetings and events.
- ◆ Track flex funds spending and provide all necessary documentation. Compile reports as needed.
- ◆ Oversee property and facilities with the support of the Residential Life Specialist.
- ◆ Attend and participate in regular staff meetings (monthly business meeting and monthly Justice & Equity meeting).
- ◆ Attend and participate in Leadership Team (~every other week).
- ◆ Attend monthly meetings of the Board of Directors and relevant Board committees.
- ◆ Attend and participate in ongoing professional development meetings and trainings.
- ◆ Assist Executive Director and Development staff with the grant/fundraising proposal concepts and submissions related to programmatic needs.
- ◆ Attend and work DOVE fundraising events.
- ◆ DOVE has committed 5% (2 hrs/wk) of all staff time to participate in active learning regarding justice and equity issues, including regarding race, gender identity, sexual orientation, ability, etc., to include reading, listening to podcasts, watching webinars, videos, etc. Active discussion with peers is encouraged. For BIPOC and LGBTQ/T staff, time can include commitment to self-care and resilience-building practices as needed. Active and consistent participation is supported.
- ◆ Complete other duties to ensure that shelter program participants are provided with professional, empathic, safe, and affirming services within the context of DOVE's mission and consistent with legal, organizational, and funder requirements.

Skills & Qualifications:

- ◆ Demonstrated crisis intervention, problem-solving, and conflict resolution skills.
- ◆ Demonstrated knowledge of trauma issues as they relate to victims/survivors of violence and their families.
- ◆ Demonstrated knowledge of and ability to effectively work with clients experiencing domestic violence, substance use/abuse, trauma, and mental health issues.
- ◆ Two years experience working in a residential setting.
- ◆ Experience providing supervision to direct service staff.
- ◆ Knowledge and demonstrated ability/experience and desire to work with people from a range of diverse backgrounds, racially, ethnically, and culturally, as well as identities and lived experiences, and to learn about and actively use multicultural awareness and understanding in daily work; included, but not limited to, non-English speaking families and the LGBTQ/T* communities.
- ◆ Basic knowledge of health and social service systems, child protection services, and the criminal legal system as they relate to victims/ survivors of violence and their families.
- ◆ Excellent interpersonal skills, including group facilitation. Be a "people person;" enjoy talking and working with others. Ability to collaborate effectively, internally and externally.
- ◆ Excellent written and oral communication skills.
- ◆ Strong organizational and computer skills.
- ◆ Solid work-ethic, can work independently, are self-motivated, self-reliant, and dependable.
- ◆ Ability to work effectively, collaboratively, and creatively in a team-oriented environment.
- ◆ Ability to model and uphold appropriate professional boundaries in work with clients, co-workers, supervisor, and community.

- ◆ Positive approach, can-do attitude, sense of humor, are flexible, and can think critically, triage and trouble-shoot, and stay poised and calm under pressure.
- ◆ Demonstrated experience and solid skills in conducting presentations and training.
- ◆ Bilingual (Portuguese, Haitian Creole, Cape Verdean Creole, or Spanish and English) preferred.
- ◆ Anti-oppression education and activist experience welcome; demonstrated experience anti-oppression dialogue and practice is preferred. Participation in this ongoing process of learning anti-oppression principles (including characteristics of white supremacy culture) and putting into reflective practice is expected of all staff members.

Requirements:

- ◆ Must be committed to DOVE's mission and practice philosophies, to ending violence and oppression, to using empowerment practice, and to promoting social justice and social change.
- ◆ Must commit to understanding and upholding DOVE's organizational values in practice.
- ◆ Must complete DOVE's comprehensive domestic violence training within one (1) year of hire, participating when the training is next offered by DOVE; documentation of similar training at another organization may partially fulfill this requirement.
- ◆ Must have valid MA driver's license, reliable transportation, and willingness to travel.
- ◆ Able to climb and descend stairs, bend, and lift items (including shoveling) up to 30 pounds.
- ◆ This position is classified as an Essential Employee of DOVE and may be required to travel during State of Emergency declared by the Governor.
- ◆ A CORI background check is mandatory. CORI History will be reviewed and may not disqualify candidates.

*** DOVE aspires to cultivate the leadership potential of promising candidates. Domestic violence survivors, members of historically oppressed communities including QTPOC, candidates with disabilities, and individuals with experience working in DOVE's catchment area are particularly encouraged to apply.*

Work Schedule: Exempt position, 40 hours/week, generally weekdays. The incumbent will be required to adjust their schedule regularly according to organizational needs and to work at other times to conduct groups, provide on-call coverage, and/or attend/conduct training/meetings; this will include evening and weekend hours.

Compensation & Benefits:

DOVE is committed to working for racial, social, and economic justice, working with engaged and dedicated colleagues, and providing and ensuring training and education in best practices as well as professional development opportunities. As an organization we hold openness to innovation, and we seek the opportunity and resources to do meaningful, impactful work.

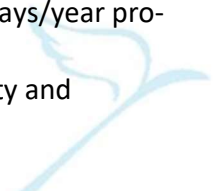
- ◆ Exempt position with expected annual salary \$67,500 - \$74,000, depending on skills and experience.
- ◆ Additional compensation (\$2,000 gross annual per 40 hr FTE) is available for proficient language skills preferred in DOVE's catchment area, including: Spanish, Portuguese, Haitian Creole, Vietnamese, Mandarin, Cantonese, Hindi, Urdu, Arabic, and/or ASL.

Benefits consistent with personnel policy:

- ◆ Paid time off: Vacation (3 weeks in Year 1, increases at Year 3), Personal Days (3 days/year pro-rated), Sick time (12 days/year), and 13 Holidays.
- ◆ Insurance coverage (70% Health/Dental, and MA PFML, 100% Short-Term Disability and Life/ADD).

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- ◆ Option to utilize Flexible Spending Account.
- ◆ Opportunity for individual to establish and contribute to retirement account. Matching contribution up to 4% for participants effective January 1, 2023.

Application Instructions:

- ◆ To apply, send cover letter specifically for this position and a resume to Sue Chandler, Executive Director, applytodove@gmail.com .
- ◆ Applications will be accepted on a rolling basis until position is filled. 1st round applicant reviews are anticipated to begin the week of September 19. Interviews will be offered to the strongest qualified candidates to date. It is DOVE's hope that the incumbent will begin work in October/November.
- ◆ Applications or resumes without a cover letter expressing interest in employment at DOVE may not be considered.

For more information on DOVE, see our website: www.dovema.org

August, 2022

