Residential Supervisor

A subsidiary of St. Mary’s for Women and Children, Crossroads Family Center, located in East Boston, provides family shelter, case management, housing search, stabilization services and a food pantry to more than 70 families each year.

We are seeking a full-time **Overnight Supervisor (11pm-7am)** to manage the daily activities of the program to maximize the quality of client services and provide for program staff supervision.

**SHIFT: Sunday-Thursday, 11 pm-7 am**

**DUTIES & RESPONSIBILITIES:**
*(These duties are not meant to be all-inclusive and may be adjusted as necessary)*

**PROGRAM MANAGEMENT**

- Conduct client referral and intake process
- Update program policies and procedures with administrative team.
- Maintain positive working relationship with funding sources and other professionals
- Ensure client utilization records and statistical reports are maintained in a timely manner, as assigned
- Actively participate in team meetings, community meetings, resident orientation meetings as well as case conference, as needed
- Participate in, lead and offer problem solving strategies in staff meetings and in-service trainings
- Resolve interpersonal conflict effectively and professionally for self and other staff
- Consistently follow program guidelines and administrator directives
- Responds to families or employees in a timely manner
- Self-initiates and works independently
- Provide leadership in crisis interventions, when necessary
- Exercise critical thinking and good judgment when making decisions
- Maintain flexible schedule to ensure adequate coverage on varied shifts, as assigned
- Assist in the design and implementation of program’s daily schedule
- Consistently maintains professional, legal boundaries and ethical standards and ensure staff compliance (Federal, State, and Agency)

**QUALITY ASSURANCE**
• Knowledgeable of and complies with program specific policies and procedures and enforces rules and regulations.
• Ensures all clients receive quality services in compliance with all funding sources, agency, and licensing standards.
• Maintains accurate documentation, records and files in accordance with standards.
• Provides program orientation, training, identifies and addresses staff needs in weekly supervision.
• Maintains safety, appearance, and cleanliness of the facility in compliance with health, fire, and safety regulations.
• Identifies and implements positive changes for the betterment of program.

PROFESSIONAL GROWTH AND DEVELOPMENT
• Attends and utilizes supervision for professional growth.
• Attends and participates in agency meetings and trainings.
• Engages in self-evaluation to establish goals for professional development.

STAFF DEVELOPMENT
• Provides leadership, direction and serves as a positive role model to all team members.
• Teaches residential staff skills needed to improve job performance and advancement.
• Engages supervisees in staff evaluation process following agency format and guidelines.
• Mediates interpersonal difficulties between staff and intervene in discipline problems, as necessary.

MINIMUM REQUIREMENTS / QUALIFICATIONS:
• Associate's degree in Human Services, Management, or related field, or 2-3 years of supervisory experience.
• 3-5 years direct care experience required.
• Valid driver’s license with a safe driving record.

NECESSARY SKILLS AND ABILITIES
• Patient, understanding, and supportive.
• Ability to engage in collaborative relationship with multidisciplinary team.
• Excellent written and oral communication skills.
• Word processing and computer skills
• Excellent interpersonal and organizational skills
• Ability to prioritize and manage multiple tasks
• Maintain flexible schedule to meet program needs and attend required meetings.
• Ability to work well under pressure.
• Comfortable with giving/receiving clear, direct feedback from supervisors and peers.
• Appropriately interact with people from diverse socio-economic, racial and cultural backgrounds.
• Maintains an attitude of fairness, openness, and respect and supports the development of cultural competency at St. Mary’s.
• Remains open to different opinions and viewpoints and is willing to learn from them.
• Respects and values all people’s voices, including children, families and colleagues.
• Sense of humor
• Bilingual preferred (Spanish, Haitian Creole, or other language)
• Highly flexible and energetic.
• Enjoys working and motivating staff and residents
• Valid MA driver's license

Qualified applicants may submit a resume and cover letter via email attachments to jobs@stmaryscenterma.org.