

# TURNAROUND, INC.

## Job Description

**Job Title:** Residential Shift Supervisor

**Department:** Residential

**Reports To:** Director of Residential Services

**Classification:** Hourly

**Starting Salary:** \$24.00 per hour (based on education and experience)

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### **SUMMARY**

TurnAround is seeking a full-time Residential Shift Supervisor to join our residential services team where we provide state-of-the-art trauma-focused treatment (evaluation, therapy, case management services) to children ages 13-17 and their families in the aftermath of exposure to human trafficking and complex trauma. The Residential Shift Supervisor is responsible for providing direct oversight to direct care staff to support child survivors that have experienced human trafficking. The Residential Shift Supervisor will independently provide support to all assigned staff, coordinate scheduling of staff for all shifts, and manage the facilities and front-line operation of the program during their shift. This is an essential position, which may require work during holidays, inclement weather, or emergencies to ensure continuity of care. Due to the nature of the residential facility serving female clients and the need to provide trauma-informed, privacy-sensitive care, this position is limited to female applicants in accordance with federal, state, and local regulations governing Bona Fide Occupational Qualifications (BFOQ).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Ensure the smooth operation of the facility and the wellbeing of the residents.
- Supervision of direct care staff.
- Coordinate staff schedules ensuring compliance with staffing ratios and 24-hour shift coverage.
- Provide staff support and development through direct oversight and training to all direct care staff.
- Crisis management: Ensure safety and security protocols are being met and respond to emergencies as they arise as well as monitoring the premises for any safety hazards.
- Manage residents care as it relates to daily living necessities, food preparation, transportation, equipment, technology, etc.
- Documentation and reporting requirements include documenting all emergency situations, incident reporting, as well managing the completion/submission of direct care staff documentation.
- Ensure that staff members adhere to policy & procedures as outlined by the agency and specific to residential program.

- Compliance and quality assurance: Conducting routine audits on staff documentation.
- Monitoring inventory of supplies/equipment.
- Be available to work non-traditional work hours, weekends/overnights.
- Assist in providing crisis prevention/intervention support.
- **MINIMUM QUALIFICATIONS:**
- Must be age 21 or over.
- Possess proof of High School diploma or its equivalent as a minimum. Bachelor's Degree in human service-related field preferred.
- 2+ years in supervisory/management position.
- 2+ years of experience in a residential setting serving children and youth.
- Pass criminal background check, provide driving history record, and a medical clearance from qualified physician.
- Become a certified Residential Child and Youth Care Practitioner within 6 months of hire.
- Experience implementing positive behavioral intervention and support to children and youth.
- Knowledge of database management systems.
- Ability to work evenings/overnight/weekend shifts.
- Bi-lingual highly encouraged to apply.

### **WORK ENVIRONMENT:**

This position performs its duties routinely onsite in a residential setting for children. Staff working in a residential setting are exposed to the possibility of vicarious trauma and victim trauma response by working with residents impacted by trauma and sexual violence. Other possible exposure risks include narcotics, alcohol, pests, and Bloodborne Pathogens. As an essential employee, you may be required to work during agency closures, emergencies, or inclement weather events. Due to the nature of the residential facility serving female clients and the need to provide trauma-informed, privacy-sensitive care, this position is limited to female applicants in accordance with applicable BFOQ regulations.

**HOURS:** Position is hourly, shifts consist of daytime shift, mid-day to evening shift, overnight shift, and weekend shifts.

### **REASONING ABILITY**

- Ability to support director to develop and implement short and long-range programs and projects.
- Ability to effectively manage a team based on TurnAround's culture of teamwork, inclusivity, professionalism, and efficiency.
- Ability to motivate team members to provide trauma-informed, client-centered, and empower-based intervention and support.
- Ability to demonstrate passion, idealism, integrity, positive attitude, mission-drive, flexibility, and self-direction.

## **TECHNICAL SKILLS**

- Sufficient computer skills to operate email, Internet, Microsoft Office, virtual learning platforms, SMS Text, Adobe, and database management system.
- Ability to comprehend and implement program budgets.
- Ability to support the completion grant reporting narratives.
- Ability to support the evaluation and analyzation of program data.

## **PHYSICAL DEMANDS:**

- Residential setting mobility, including climbing stairs.
- Occasional lifting of boxes.
- Sustained posture in a seated position for prolonged periods of time.
- Must have valid driver's license and a personal vehicle.
- Ability to drive a 7-passenger van is necessary.

## **AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT:**

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.