Job Title: **Residential Manager**
Location: ***Charles Hickey DJS Campus - Parkville, MD (near Towson, MD)***
Reports to: Assistant Director, Residential Services
Classification: Exempt
Starting Salary: $65,000 - $70,000 (based on education and experience)

Summary

The Residential Manager position will work onsite at TurnAround's 24-hour residential treatment program serving female youth ages 10–20 committed through the Maryland Department of Juvenile Services (DJS). This position is responsible for overseeing the daily operations of TurnAround's residential care facility, ensuring a safe, nurturing, and supportive environment with structure for young residents. This role will provide staff supervision, ensure regulatory compliance, participate in care planning, and support program needs to maintain high standards of care and wellbeing for children and youth in the residential setting.

Essential Duties and Responsibilities:

- Resident Care & Wellbeing: Ensure the physical, emotional, and developmental needs of children and youth are met through their personalized care plans.
- Safeguarding & Compliance: Maintain strict adherence to child protection regulations, Residential Child Care COMAR 10.31.14.06 regulations, residential program policies and procedures, health and safety standards, Human Services Article 8-707, and other relevant residential care laws, resident rights, and regulations.
- Staff Supervision: Interview, train, and manage shift supervisors to ensure adequate shift coverage and appropriate supervision levels are maintained, and that a high standard of support is being provided for children and youth. Organize and facilitate routine team meetings.
- Program Implementation: Ensuring the implementation of direct care services is documented timely in each child or youth's care plan.
- Facility Management: Oversee daily operations, support the director role to ensure proper maintenance of the residential setting provides a clean, safe, and welcoming environment. This includes agency oversight of vehicle maintenance. Communicate with service vendors when needed.
- Program Support: Support necessary inventory related tasks and purchases and ensure efficient use of resources.
- Behavioral Support: Implement and monitor behavior management strategies in line with best practices and training.
- Crisis Management: Provide de-escalation during crisis situations regarding the residents, ensuring appropriate actions are taken to safeguard children and youth and staff.
- Record Keeping and Documentation: Maintain timely, accurate and up to date resident records, incident reports, service-related notes, and facility documentation.

Minimum Qualifications:

- Bachelor's Degree in human service-related field preferred; High School diploma or its equivalent as a minimum;
- 2+ years of experience in a residential setting serving children and youth preferred; 3+ years in supervisory/management position preferred.
- Must be age 21 or over.
- 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 preferred.
- Possess CMT Certification, CPR/First Aid Certification or be able to obtain it.
- Knowledge of database management systems.
- Ability to work daytime, some evenings and weekend shifts.
- Must have a valid driver's license and a personal vehicle.
- Ability to drive a 7-passenger van is necessary.
- Bi-lingual highly encouraged to apply.

WORK ENVIRONMENT:

This position performs its' duties onsite in a residential setting for children and youth. This position may need to be accessible to take emergency phone calls after hours and weekends to offer guidance as individualized circumstances are identified and occur. 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.

HOURS: Position will work hours that will allow the role to observe and support the program during prime hours on multiple shifts. Shift example: 10am to 6pm, or 11am to 7pm. This role will be performed some days during the week and adjust their schedule to be present to work on some weekend shifts each month.

REASONING ABILITY:

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

TECHNICAL SKILLS:

1. Sufficient computer skills to operate email, Internet, Microsoft Office, virtual learning platforms, SMS Text, Adobe, and database management system.
2. Ability to comprehend and implement program budgets.
3. Ability to support reviewing records and generating data to support various licensing and other reporting requirements.
4. Ability to support the evaluation and analyzation of program data.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. Residential setting mobility, including climbing stairs.
2. Occasional lifting of boxes.
3. Ability to sustain posture, including standing or sitting for periods of time.

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.