



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

*Job Title:* Assistant Director of Residential Services

*Department:* Residential & Housing

*Position Status:* Exempt  
Full Time

*Supervised by:* Director of Client Services

### *General Statement of Duties:*

Under the supervision of the Director of Client Services, this position is responsible for the development and implementation of departmental policies and procedures, as well as the day-to-day supervision of Residential & Housing Program Managers. This position is responsible for ensuring that high quality services are delivered to clients within the department's programs, which includes but is not limited to the Agency's 24-hour community residences (Charles Street Residence and Lawrence House) and Community Housing.

### *Specific Duties or Typical Work Activities:*

- Develops and monitors program services, policies, procedures, and practices to ensure consistency with Agency mission and regulations, and to ensure responsiveness to client and community needs
- Evaluates departmental efficiency and effectiveness; proposes quality improvements as necessary
- Identifies gaps in staff training; provides and/or presents trainings as necessary
- Assists in the development of grants, proposals, and applications for new programs and/or expanded supports
- Collaborates with Agency staff to promote and support a positive workplace environment and encourage open communication between and among departments
- Represents the Agency on various local, regional and state committees and boards
- Supports other Agency staff and programs in the absence of the Director of Client Services
- Other related work as requested

### *Required Knowledge and Skills:*

- Excellent verbal and written communication skills
- Time management and self-initiation skills
- Leadership skills and the ability to work in a team environment
- Computer and technology skills

### *Qualifications:*

- Bachelor's Degree in Human Services or related field with at least five (5) years of related experience in OMH, OASAS and/or HUD housing programs
- One (1) year of experience in a management/supervisory capacity

*Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday; work outside of these hours, including on-call hours, may be required at times
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee