RESIDENTIAL PROGRAM DIRECTOR

Boys Hope Girls Hope of Northeastern Ohio is actively seeking an experienced, mission-driven manager to serve as Residential Program Director. The Residential Scholars of Boys Hope Girls Hope are promising 7th to 12th grade young men and women who want to fully realize their potential but are impeded by financial constraints compounded by extraordinary environmental circumstance. Boys Hope Girls Hope, which is located in Garfield Heights, aims to provide these children with a long-term, out-of-home placement in a family-like home, first-class education in a top-rated college preparatory school and comprehensive emotional health and formation that empowers them to triumph over their circumstances, become successful, and grow up to give back to their communities. For more information about Boys Hope Girls Hope, visit our website at www.bhghneo.org

As Residential Program Director, you would have the opportunity to embody the values of Boys Hope Girls Hope by managing all aspects of the Residential Program; especially supervision, support and development of all direct-care staff as well as oversight of Scholar development.

Primary responsibilities of the Residential Program Director include:

- Identify, train, supervise, coach and develop all direct-care staff (6-7 FT / 2-4 PT)
- Develop and coordinate an ongoing professional development program for direct-care staff and volunteers that includes orientation, specialized trainings and coaching around the key developmental domains that we aim to instill in our Scholars.
- Represent and manage all aspects of the Residential Scholar experience – including admissions, family relations, and holistic development.
- Manage and coordinate individual formation of Scholars through coordination of volunteer and contracted professionals who have been retained to provide case management style advisement in the areas of academic/college readiness, emotional health/wellness, and community/social/spiritual development.
- Maintain licensing standards as outlined by the ODJFS and Boys Hope Girls Hope National Office

Qualified applicants will hold a Master’s degree from an accredited college in social work, criminal justice, human services administration, sociology, education, or a related field with at least three years of supervisory experience or, a Bachelor's degree in one of those fields with at least five years of supervisory experience in child welfare or youth development. **Supervisory experience is essential.**

Position includes a competitive compensation and benefits package including group medical and dental coverage, 403(b) retirement savings plan, tuition reimbursement, life insurance, long-term disability coverage, 125 Flex Benefit plan; and the chance to transform the lives of some of our region's most promising young people. Equal Opportunity Employer

Interested candidates should submit a detailed COVER LETTER and RESUME (.pdf format, please) to Sharon Warner, Business Manager at swarner@bhgh.org by April 24, 2015
Position Description

Position Title: Residential Program Director
Reports To: Executive Director

Date: April 2015
Supervises others: Direct-care staff, Part-time program support staff, volunteers
Salary Range:

Classification: Exempt

General Description
The Residential Program Director at Boys Hope Girls Hope of Northeastern Ohio develops and nurtures the Mission and Values of Boys Hope Girls Hope by managing and directing all aspects of the agency’s hallmark residential program. Along with the Executive Director, Director of Academics & College Success and Director of Development; this individual is a member of the agency leadership team. The major duties of this full-time position include management of all direct care staff as well as oversight of residential Scholars and program operations.

Major Responsibilities

I. Direct Care Staff - Management
   a. Recruitment, screening and selection of direct care staff
   b. Orientation and ongoing training of all direct care staff (including volunteers and outreach staff hired to provide direct-care support)
   c. Supervision, coaching and regular performance evaluations of direct care staff
   d. Coordinate and manage supervision schedule for all direct-care staff in accordance with ODJFS licensing standards
   e. Provide direct care and supervision to residential scholars in case of emergencies and staff vacancies

II. Direct Care Staff - Training, Support and Development
   a. Collaborate with agency management team and key partners to provide program staff with meaningful trainings and materials designed to reinforce organizational mission and values in all areas of scholar engagement and operations.
   b. Collaborate with Program Committee of the Board Sub-Committees (Emotional Health, Cura Personalis, and Academics & College Success) to identify relevant and critical residential life training topics and assist in development/implementation of these trainings and/or identification of trainers.
   c. Observe and coach each staff person on documentation procedures and personal organization in order to ensure efficient and professional execution of core responsibilities, especially maintenance of scholar case records (paper and online) in accordance with ODJFS and National requirements
   d. Initiate and maintain a program for direct-care staff that promotes self-care, spiritual development, career planning and emotional intelligence.
   e. Manage and develop incentives, merit-based benefits and morale boosting activities for all program staff.

III. Residential Program Administration
   a. Manage all aspects of the Residential experience for residential Scholars – including, but not limited to: admissions, discipline and opportunities.
   b. Coordinate formation plans for Scholars (On Course for Life) through facilitation of a unique collaboration between the primary-care staff and volunteer/contracted professionals who have been retained to provide case management style advisement in the areas of academic/college readiness, emotional health/wellness, and community/social/spiritual development.
   c. Oversee and direct all aspects of Residential Program operations; including, but not limited to, logistics (e.g. meals, driving schedules, home routines) and direct-care volunteer engagement and interaction
   d. Know and ensure compliance with ODJFS and BHGH National regulations and standards with respect to all direct-care staff hiring, training and personnel records.
e. Plan and facilitate weekly program staff meetings; ensure that minutes for these meetings are regularly recorded and distributed

IV. Stakeholder Relations (Scholar Families, Board of Directors, Agency Partners)

a. Develop and/or sustain positive working relationships with Board, Associate Board and various community partners who are in a position to support and/or provide training to direct care staff

b. Collaborate with program leadership team to host monthly Parent/Guardian meeting to ensure that regular communication and positive relationships with all guardians is maintained

c. Provide the Program Committee with all information necessary to evaluate program effectiveness and needs with respect to all aspects of the Residential Program staff and Scholars.

Critical Criteria
A Master’s degree from an accredited college in social work, criminal justice, human services administration, sociology, education, or a related field with at least three years of supervisory experience or, a Bachelor’s degree in one of those fields with at least five years of supervisory experience in child welfare or youth development is essential. The position requires the following competencies for success:

- Ability to assess, hire, train and build a successful team
- Knowledge of residential care practices and licensing regulations
- Computer proficiency with ability to use word processing, email and internet applications
- Ability to manage several projects at the same time
- Problem solving and critical thinking skills
- Sensitivity to different religious backgrounds and cultures.
- Professional work habits and dress
- Able to set, measure and implement programmatic goals
- Able to provide constructive feedback and supervision of direct care staff
- Able to communicate clearly and effectively with supervisees, co-workers and supervisors and other audiences, verbally and in writing
- Additional requirements as required by the State of Ohio’s Department of Job and Family Services
- Possess a valid driver’s license with a good driving record

Working Conditions
This is a professional position based primarily in the homes and offices of Boys Hope Girls Hope Northeastern Ohio, though the incumbent will occasionally be required to travel to and work at program sites throughout the city to implement program activities. Occasional travel within the US may be required to attend meetings or trainings. The employee will normally work a fluctuating schedule that will include evening and weekend hours. During peak program activities, longer hours will be required.

This position is focused primarily upon training and supervising direct care staff in an effort to develop and ensure a consistent and sustained mission-centered approach to programming. The position will have at least an annual performance evaluation.

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. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate to loud. While performing the duties of this job, the employee is regularly required to talk and hear. The employees must make regular use of a computer and phone to perform essential tasks, including communicating with staff and the general public.

Boys Hope Girls Hope is an equal opportunity employer. Employment with Boys Hope Girls Hope is on an at-will basis.