



Residential Care Manager

Job Title: Residential Care Manager
Reports to: Restorative Housing Director

The Key2Free is a restorative program for survivors of trafficking and provides long-term residential care. Our greatest asset is our staff, who work together to uphold the agency's reputation for excellence in helping survivors and their families.

The **Residential Care Manager (RCM)** is a key member of The Key2Free restorative housing team, who is responsible for maintaining a safe and therapeutic environment and coordinating/facilitating program activities to meet the needs of program residents. The RCM collaborates with the Restorative Housing Director to provide the optimal continuum of care for each resident.

Job Duties and Responsibilities:

House Management

- Maintain order and safety for all women, volunteers, staff and visitors
- Maintain cleanliness of the home environment, ensuring a safe and secure environment, and checking that participants are completing daily household tasks and weekly chores.
- Supervise/participate in meal planning, grocery shopping, and meal preparation
- Track household supplies and order supply replenishments as needed
- Add maintenance issues to list for repair

Resident Care

- Provide resident guidance with self-help skills required for everyday life
- Act as a role model for residents through demonstrating effective problem solving and decision-making skills
- Explore, organize and facilitate resident outings, recreational opportunities, and therapeutic activities
- Implement daily schedules and provide or confirm transportation requirements for residents based on the individual service plans developed by the Case Manager, engaging staff and volunteers as needed
- Assure residents participate in scheduled treatment programming
- Communicate in a positive and respectful manner with residents, families and all agency staff including supervisors, co-workers, therapists, student interns, and volunteers.
- Review and practice program policies and expectations consistently with residents
- Uphold the policies, procedures, and core values of the program
- Conduct drug testing and room searches as needed
- Administer and document prescribed and OTC medication use of participants
- Arrange for prescription refills and pickup, and maintain accurate and current records
- Maintain healthy relational boundaries with residents and staff
- Other duties as assigned

Communication

- Responsible for timely and accurate documentation of resident conditions to include physical, emotional, and mental statuses (daily log)
- Maintain daily communication with Restorative Housing Director concerning scheduling and events
- Participate in regular staff meetings, staff training, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships
- Report and document any resident or staff incidents, conflicts or emergencies
- Provide progress updates to Care Team and Program Director upon request
- Communicate in a positive and respectful manner with residents, families, and all agency staff including supervisors, co-workers, therapists, student interns, and volunteers
- Submit credit/debit card and petty cash receipts to Restorative Housing Director in a timely manner

Benefit Highlights

- Free accommodations while on overnight shifts
- Free meals while working with residents
- Challenging and rewarding work environment
- Ongoing training and support
- 14 calendar days per year of paid sick leave and/or vacation

Qualifications

- Knowledge of/experience with trauma-informed care and/or residential services to women
- Experience with problem-solving, conflict resolution and crisis management
- Proficient in computer use and Microsoft Office applications
- Excellent time management and organizational skills
- Competent in professional reporting and communication

Requirements

- High School graduate or equivalent (some college preferred)
- Valid Texas Driver's License and a good driving record (for transports with residents)
- Can pass a drug screen, thorough background check and central registry check
- Willingness to work irregular hours, including evening hours, weekends, and holidays
- Must be dependable, compassionate, and willing to learn our treatment programs
- Must be comfortable working with trauma impacted individuals, and work well under pressure
- Maintain current licenses and certificates including but not limited to
First Aid CPR Emergency Behavior Intervention Other:
- **Must be 21 and older to apply**



Residential Care Manager

Preferred

- An Associate Degree or higher from an accredited college or university, or a high school diploma or GED with two years of direct service experience or trauma-related services
- At least 1 year of experience in Direct Care
- Bi-lingual

Example of Weekly Schedule

Full-Time Position

38 hrs/wk

Works all 4 weeks of month

Hourly Employee

Part-Time Position

38 hrs/wk

Alternate weeks (works twice a month)

Hourly Employee

Monday: 4:00pm-9:30am (on Tues)

Tuesday: 4:00pm-9:30am (on Wed)

Wednesday: 4:00pm-9:30am (on Thurs)

Thursday: 4:00pm-9:30am (on Fri)

EEO Statement

The Key2Free is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates. UHS subsidiaries are equal opportunity employers and as such, openly support and fully commit to recruitment, selection, placement, promotion and compensation of individuals without regard to race, color, religion, age, sex (including pregnancy, gender identity, and sexual orientation), genetic information, national origin, disability status, protected veteran status or any other characteristic protected by federal, state or local laws.