



DamascusWay

The Road To Freedom

Director of Reentry Services Job Description

Summary

The Director of Reentry Services supervises all Coordinators and Shift Coordinators, and manages the facility and day-to-day operations at each location. Daily responsibilities include, but are not limited to; (1) ensuring staff are well trained and are carrying out their duties as assigned with excellence and integrity; (2) ensuring the facilities are well maintained, supplies are stocked, and the facility is compliant with all codes and requirements; (3) ensuring the site is staffed adequately for all shifts; and (4) meeting with leadership to ensure the facility and its staff are executing the current vision of the organization, and to keep leadership updated on resident status and/or any issues that may arise.

Detailed Responsibilities

Staff:

- Supervise the Reentry Program Coordinators and Shift Coordinators, ensuring that the lines of communication between the two departments remain open, efficient, and effective.
- Train, coach, mentor, support, and oversee all client-facing staff, and food service staff.
- Assist in the recruiting and hiring of all client-facing and food service staff.
- Draft and enforce staff policies and procedures under the direction of your supervisor.
- Manage staff effectively and with integrity, conducting verbal and written violation meetings and documentation with staff, as well as drafting incident/termination reports as necessary.
- Conduct and oversee all resident medication, UA/BA, and similar procedures, ensuring adherence to legal guidelines and Damascus Way policies – and ensure all Shift Coordinators carry out these operations and maintain all required standards and recordkeeping as well.
- Set and manage weekly staffing schedules.
- Maintain work flexibility to accommodate staff and residents living in a 24-hour care facility, which may include evenings, holidays, weekends, and overnights as needed.
- Find replacements for, and/or fill-in for shifts that would otherwise be unstaffed.
- Ensure that all Shift Coordinators enforce the boundaries and unique program requirements for each individual resident as set by the Reentry Program Coordinators and their Agents.

Residents:

- Conduct resident applicant screenings and intake orientations as required.
- Help residents with scheduling, finding answers to questions, etc.
- Train, coach, mentor, and provide support to the residents.
- Monitor Daily routines of residents (arrival, departure, check-ins, etc.), ensuring compliance.
- Enforce Damascus Way rules, as well as enforcing all parameters set by each resident's agents without exception, even when feeling pressured by residents or staff to make exceptions.
- Oversee and manage all house chores, ensuring that all are being done well, and documenting any that are not.
- Complete case files within 24 business hours of termination or completion of any resident.

- Oversee bed calendars and occupancy.
- Provide a minimum of 30-60 minutes each month of one-on-one time with each resident.

Facility:

- Manage incoming and outgoing room preparation/cleaning.
- Provide oversight of facility by conducting site and facility walk-throughs, and taking appropriate action on all maintenance and upkeep necessary in a timely manner.
- Manage inventory of supplies by checking, ordering, and restocking as needed.

General:

- Manage systems for mail, packages, etc.
- Complete all required trainings and certifications courses within the allotted timeframe.
- Collect fees, keep logs, distribute or withhold items, keep accurate records, etc. as required, and according to Damascus Way's policies and procedures.
- Build good rapport and healthy, encouraging relationships with all staff and residents.
- Meet and build good rapport with Agents and other local partners and agencies.
- Manage emergency response plans and conduct drills as required.
- Notify supervisor of any and all emergencies or other issues with residents and/or staff.
- Perform other duties as assigned by your supervisor.
- Consistently convey the mission, vision, and values of Damascus Way.

Education and Experience

- 2-year degree or equal job experience in Human Service or Business Administration.
- Minimum of 3 years' experience in management/leadership role.

Qualifications

- No less than one year of documented freedom from harmful chemical use and probation.
- Excellence in leadership skills, and documented experience in staff management.
- Experience working with people in re-entry and/or recovery.
- Excellent organizational skills.
- Excellent written and verbal communication skills with both internal and external parties.
- Ability to work without direct supervision, to make decisions on the spot that will adhere to the mission and values of Damascus Way, and to carry out assigned tasks with integrity.
- Ability to manage and delegate multiple tasks.
- Ability to use smartphone apps, texts, etc.
- Ability to type accurately at a reasonable speed, a working knowledge of MS Office, etc., and a willingness to learn and to train others how to use Damascus Way's software and technology.
- Understand and adhere to Damascus Way's program, facility, and staff policies.
- Agree with and adhere to Transforms Minnesota's Statement of Faith, Core Values and Code of Conduct.

Physical Requirements

- Work at a desk and computer for extended periods of time.
- Independently operate a motor vehicle.
- Able to lift boxes, stock shelves, carry out various types of building and site maintenance, etc.