



Residential Life Supervisor Job Description

The Residential Life Supervisor (RLS) oversees day-to-day non-clinical operations of the Group Home during first and second shifts, including weekends. The RLS will oversee adherence with THC policies and procedures to ensure consistency and fairness for staff and residents. The RLS also works closely with Care Coordinator and Compliance Specialist to ensure program remains in compliance with licensing, contracting and accreditation guidelines.

The RLS will also rotate with other THC leadership for weekend crisis coverage.

The Residential Life Supervisor will:

Resident Specific:

- Execute intake and discharge of residents at the Group Home within the hours of 9am and 4pm, Monday-Friday
- Oversee resident behavior plans and house rules, and when necessary, hold Residential Counselors and residents accountable for adherence to these guidelines.
- Manage daily schedules for residents to include appointments, after school activities “productive hours”, and transportation.
- Schedule activities for Group Home residents for after school hours, weekends and holidays
- Respond to resident grievances and escalate to Director of Programs when necessary.

Staff Supervision:

- Communicate regularly with Residential Counselors about changes in resident status, updates to individual behavior plans and any other “need to know” information.
- Conduct weekly check ins/supervision with first and second shift Direct Care staff
- Interview potential Residential Counselors for open positions.
- Train and coach all first and second shift Residential Counselors.
- Troubleshoot staffing issues and ensure shift coverage when necessary.
- Initiate staff disciplinary action when necessary

Administration:

- Review daily documentation and follow up as needed.
- Participate and provide input in twice weekly group home check-in meetings.
- Create USDA compliant menus and oversee grocery ordering and budget.
- Attend weekly meetings with Director of Programs, weekly Group Supervision meetings and other meetings as recommended or necessary
- Manage petty cash process and provide receipts and reconciliation to Director of Finance monthly.
- Meet with Compliance Specialist weekly to ensure THC is adhering to licensing, contracting and accreditation guidelines.
- Meet with HR weekly to ensure Group Home is adhering to HR related issues

Secondary Job Functions:

- Forming mutually respectful and trustful working relationships with peers. Modeling appropriate team building skills and behavior.
- Serving as a role model for the residents.
- Performing related duties as assigned.

The Residential Life Supervisor must:

- Communicate well with fellow employees and be comfortable working as part of a team.
- Possess the ability to lead and instruct individuals and teams.
- Demonstrate integrity, strong character, and a strong commitment to the mission and values of the organization when working with employees.
- Demonstrate maturity in decision-making and initiative while being a team player and collaborator.
- Be capable of managing multiple tasks.
- Maintain the highest level of confidentiality.
- Demonstrate strong organizational skills.
- Be prepared to adapt to change in the work environment, manage competing demands, and be able to handle frequent changes.
- Demonstrate dependability; be consistently on time, follow instructions, and respond to the manager's instructions.

The ideal candidate for this role will have worked with youth in the past and have a solid understanding of and commitment to the Center's core values. Bachelor's degree and relevant supervisory experience are required. The Residential Life Supervisor will report directly to the Director of Programs.

Equal Opportunity Employment Policy

It is the policy of Trent Hill Center for Children and Families ("Trent Hill Center") to provide equal employment opportunities to all individuals. All employment decisions will be made without regard to gender, age, color, race, creed, physical handicap, national origin, sexual orientation, gender identity, religion, or any other protected characteristic as outlined by federal, state, or local laws.

The Trent Hill Center's non-discrimination policy applies to all employment practices, including recruitment, hiring, promotion, termination, transfers, compensation, benefits, and working conditions.