



## Residential Care Manager (RCM)

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### Organization

The mission of Restore Corps is to eradicate human trafficking by empowering survivors, equipping communities & seeking justice through systemic change. We are a gospel motivated organization with a focus on professional excellence. Restore Corps works to equip our community to end human trafficking while providing survivors with comprehensive, trauma-responsive aftercare services, including case management, safe shelter, food and clothing, transportation, therapeutic services, and more. Every team member of Restore Corps is expected to own all three pillars of the organizational mission. Based in Memphis, Restore Corps serves 21 counties of West Tennessee, serving as the regional point of contact Tennessee Counter-Trafficking Alliance (TCTA) partner for the West Tennessee region.

### Position

Reporting to the Director of Survivor Services, the Residential Manager will coordinate the residential team to provide services to survivors of human trafficking in West Tennessee utilizing Restore Corps in-house services, contacts, community service providers and other collaborations. An Residential Manager candidate must possess strong organizational and group leadership abilities, have work experience in the areas of human services preferably in the areas of domestic violence and/or sexual assault services. She must demonstrate stability in personal presentation and professional relationships. This position requires, at a minimum, a high school diploma or equivalency and possess the ability to successfully complete required domestic violence/sexual assault required training. This position will work in tandem with other staff on the Direct Services Team (DST) of Restore Corps and Blossom House.

### Key Responsibilities

- Monitor the houses for issues and provide the first level of supervision and support for the homes.
- Create and uphold systems of house operations, including, but not limited to: ensuring chore lists are made, houses clean and chores completed for each house, maintenance and more
- Supervise staff completion of system checks (examples: chores checks each night to ensure the houses are being kept clean, completing the computer use log, resident med logs and more)
- Lead or assist in Blossom House orientation and disclosure of expectations
- Call and inform on-call staff when there may be a possible issue (when someone comes in late, when someone appears under the influence, when there is an emergency situation, etc.)
- Maintain order in the homes as much as possible and using appropriate de-escalation techniques. Residential Manager will be responsible for alerting on-call staff when an issue begins to escalate.
- Assist in welcoming new residents and coordinating with Direct Service Teams to make sure new and current residents are welcomed and served appropriately
- Create and manage programming for the safe house (groups, classes, transport from individual houses to groups, troubleshooting issues in-house, maintaining safety at the home)
- Strategize and brainstorm new and improve systems of care and resources for residents
- Hold house meetings weekly with staff and survivors. Manage interpersonal conflict and create solutions with clients using a strengths-based approach.
- Monitor and manage basic house needs (food, toiletries, etc.).
- Comply with agency policy and procedures, maintain all required documentation, including reporting for grants, in a professional and timely manner.
- Communicating, conferring with and coordinating care for clients with other direct services team members
- Participate in on-call rotation for after hours and weekend emergencies



- Provide crisis assistance/intervention, support and advocacy
- Engage with survivors and staff in a trauma informed, strengths based approach
- Supervise Resident Advocates
- Carry out duties assigned by the Director of Survivor Care and/or the Executive Director.

The work of aftercare is diverse and complex, including a broad range of activities and frequently changing conditions, situations and problems. The Residential Manager must be able to analyze problems and make prudent decisions while interpreting a variety of factors, problems and alternative methods and procedures, and know when to bring in counsel from their supervisor. The Residential Manager must be willing and able to work in a trauma-informed, strengths based culture and to make good contextualized decisions at a moment's notice.

### **Additional Responsibilities**

- Establish strong, appropriate and caring working relationships with victims of human trafficking in the safe house environment. Clients may include both minors and adults.
- Develop and maintain excellent working relationships with other organizations as needed, for case coordination and response.
- Coordinate closely with Director of Survivor Care and other staff members to carry out the mission of and in the development of an ever-improving system of care for the survivors we serve.
- Maintain up-to-date documentation on clients and services for grant reporting and research purposes
- Attend staff meetings and meetings in the community, as deemed appropriate and useful.
- Represent the organization and share expertise at professional and community training and other events, as requested by Restore Corps leadership
- Perform other agency-related duties or special projects, as directed by supervisor. Duties may change according to organizational needs.
- Provide transportation for safe house residents for groups.
- Communicate, oversee, and manage direct service donations.
- Oversee survivor closet and maintain needs list.

### **Working Conditions**

Work is carried out both in the field, in an office and home setting with intermittent sitting, standing, walking and some light physical activity or out in the field. Most work is performed while sitting and using the computer, phone and engaged in face-to-face conversation with staff and/or clients. Regular car travel required (must operate both personal and staff vehicle).

### **Education, Experience and Skills:**

- Understanding of trauma-informed care.
- Demonstrated ability to understand and implement best practices around services for at-risk individuals and families.
- Demonstrated ability to deescalate volatile situations.
- Moderate level computer skills, including word processing and spreadsheets.
- People-oriented with demonstrated ability to build rapport and gain trust with diverse populations.
- Ability and willingness to work irregular hours when needs dictate.
- Ability to work effectively under pressure.



- Excellent organizational and communication skills, both written and oral, and prompt response to messages.
- Able to maintain confidentiality, as required by law and in the best interests of survivors, staff and the agency.
- Fast learner, quick mind, capacity for hard work, teachable and flexible.
- Valid driver's license, state-required driver's insurance and access to reliable personal transportation.
- Associate's Degree in a relevant field: BSW preferred or a combination of education and experience may be considered
- Spanish fluency a plus
- Experience in case and/or residential management or equivalent position with experience working with trauma, substance abuse, sexual exploitation, victim assistance, child protective services, youth in foster care or human trafficking populations
- A working knowledge of mainstream resources.

### **Additional Requirements and Information**

The ideal applicant must be willing and able to embrace and exemplify our [Corps Values](#), as well as, our [Statement of Faith](#).

Initial and subsequent random drug screening is required as per agency policy.

Background check will be required.

This is a full-time, salaried position to include evening, weekend and holiday hours as needed for 24-hour, 365 day staff coverage for services to human trafficking survivors throughout West Tennessee.

Salary starts at \$45K a year, commensurate with education and experience. Will include mileage reimbursement, paid time off, offer for health insurance coverage, & 401K match after 1 year.

Contact Information and Procedure:

No phone calls accepted for this position. To apply, please email cover letter, resume, and email contact information for three references to [careers@restorecorps.org](mailto:careers@restorecorps.org) with "Residential Care Manager" in the subject line. Resumes will be accepted on a rolling basis until this position has been filled.