



Job Title: Resident Manager
Department: The Pavilions
Supervisor: Program Director
Location: The Pavilions – 735 Don Pasqual Rd NW, Los Lunas, NM 87031
Pay Range: \$800 monthly stipend paid bi-weekly, plus on-site living quarters (not eligible for benefits)
Hours: Must remain on-site from 6pm-9am, five days per week

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

ABOUT CROSSROADS FOR WOMEN AND THE PAVILIONS

Crossroads for Women works to break destructive cycles and support women to build their lives. The Pavilions, a therapeutic community in Valencia County, provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

This position will provide on-site residential management of The Pavilions, a therapeutic community of Crossroads for Women located in Los Lunas, NM. Responsible for enforcing visitor and overnight policies. Maintain In/Out log and checking for inconsistencies. Monitor for unusual activity in and around the property and report to the Case Manager and/or Program Director or other authorities as necessary. Participate in good communication with clients while maintaining appropriate boundaries. Maintain close communication with staff regarding client's clinical or policy issues. In cases of crisis consult Program Director/Case Manager for backup and hold client meeting if relevant to process the crisis. May not have, or be under the influence of drugs or alcohol during work hours and/or while on property.

REQUIREMENTS

Education & Experience

- Associate's degree and/or at least 2 years of experience working with underserved populations with a history of mental health, substance abuse, homelessness, and incarceration. Prefer candidate with prior experience in Harm Reduction and Trauma Informed Care.

Knowledge

- Must have a working knowledge and appreciation for gender specific and trauma informed care principles and application.
- Must have an understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and harm reduction.

Qualities

- Ability to maintain professional relationships and boundaries with clients.
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services.
- Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed.
- Must possess ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA).
- This position is subject to Criminal Background Check (post-offer).

Skills

- Excellent assertive communication skills.
- Organizational ability for reports and paperwork.
- Good problem solving ability.
- Ability to adhere to strict standards of confidentiality

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor.

The employee frequently is required to use hands, fingers to handle and feel. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face to face.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

GENERAL STATEMENT OF DUTIES

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

1. Enforce overnight policies as outlined in the service agreement.
2. Enforce visitor policies as outlined in the visitor's policy.
3. Maintain sign in/out log and check for log consistency with client passes, daily schedules, work hours and mileage logs. Report any problems or inconsistencies to Program Director/Case Manager.
4. Unlock client's apartments as needed.
5. Check client's in with signature confirmation at curfew.
6. Monitor unusual activity on or near the property and report occurrences to staff or relevant authorities.
7. Provide overnight report to staff daily.

8. Maintain excellent boundaries with clients regarding discussion of personal problems, client's problems, personal space, phone use, rides and etc.
9. Refer client's clinical or policy issues to Program Director/Case Manager.
10. Assist in identifying back-up coverage as needed.
11. Participate in clinical team meetings as needed.
12. Contact Program Director to discuss needs and concerns as needed.
13. In cases of crisis, consult Program Director/Case Manager for backup and hold client meeting if relevant to process the crisis.
14. Be available to provide transportation to clients as needed.

Other

1. Ensures that facility is a safe and protected environment including developing and implementing appropriate procedures for handling day-to-day and crisis-related situations.
2. Participate in agency-wide meetings, events, and initiatives.
3. Other duties as assigned and relevant to the success of the mission of Crossroads for Women.

Crossroads for Women is an Equal Opportunity Employer. If interested, please email your resume, cover letter, and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW, Albuquerque, NM 87102.