

Senior Director of Youth & Residential Services

Hybrid Remote/In-Person Full-Time (40 hours per week) Position in Castro Valley, CA (Exempt)

Reports To: Chief Program Officer

Who We Are

Ruby's Place (RP) is an innovative nonprofit committed to ending domestic violence, human trafficking, and violent crime through hope, advocacy, and connection. Our services include emergency shelter, transitional housing, rental subsidies, mental health, and wrap-around services. All our services are trauma-sensitive and client-centered and are provided at no cost to our clients. There are no barriers to participating in our programs.

Ruby's Place is led by survivors with a focus on reflection, innovation, and connection. We value diversity and equity across all races, genders, sexualities, and abilities. We believe in fostering relationships, both in our direct service work and throughout our internal work culture. We aim to cultivate an inclusive workplace that appreciates and emphasizes the voices of those most impacted by violence, including women, individuals with disabilities, people of color, and the LGBTQ+ community. We recognize these voices are vital to interrupting the cycle of violence and transforming lives toward safety, unity, and trust. We encourage those with lived experience with housing instability, trafficking, domestic violence, and interpersonal violence to join our team.

Who You Are

You have a strong commitment to preventing interpersonal violence as well as an understanding of, and sensitivity to, serving diverse populations. You have excellent interpersonal skills and strong techniques for relationship building. You believe people should determine their own path towards healing, and have an orientation towards survivor-centered services.

You are a go-getter who enjoys fast paced environments. You enjoy working both collaboratively and independently. You are adept at time management and highly organized with a proven ability to ensure you can meet deadlines, plan, organize and execute. You are comfortable working as part of a team and are an accountable collaborator. You excel at organizing, prioritizing, and following through on multiple time-sensitive projects. You are flexible, creative, and take initiative in handling emergencies.

What qualifications are required for this position?

You Are Also:

- Holding one of the following: A master's degree in a behavioral science plus 2 years of employment as a social worker in an agency serving children or in a residential congregate care program for children OR have a bachelor's degree plus 3 years' administrative or supervisory experience over social work, direct care and/or support staff providing direct services to children in an agency or community care facility with a licensed capacity of 6 or more OR have completed at least 2 years at an accredited college or university plus at least 5 years' administrative or supervisory experience over social work, direct care, and/or support staff providing direct services to children in an agency or community care facility with a licensed capacity of 6 or more OR be a qualified and certified group home administrator prior to January 1, 2017.
- Holding, or in the process of obtaining, an STRTP certification.
- At least twenty-one years of age.
- In possession of The State mandated 40-hour Domestic Violence and Human Trafficking counselor certification is required (this can be scheduled after hire).
- Experienced working in a mission-driven organization in a capacity where information is sensitive in nature.
- Able to understand and utilize relationships and will achieve results by building, using, and sustaining influence with superiors, peers, and subordinates.
- Able to communicate and listen effectively by expressing ideas clearly and persuasively.
- Proficient, organized, and succinct in work environments and support open and honest communications from others.
- Able to demonstrate a genuine intention to collaborate with others including a strong, optimistic, respectful view of individuals and teams.
- Experienced in case management, crisis intervention, and general experience working with survivors of human trafficking and/or domestic violence.
- In possession of a valid CA driver's license, proof of insurance, and be approved by Ruby's Place insurance as a driver in order to drive agency vehicles.
- Able to complete a background check, fingerprinting (Live Scan), and completion of all Community Care Licensing requirement documents. Able to meet all licensing requirements of Community Care Licensing.

What You Will Do

You will report to the Chief Programs Officer. This position is responsible for developing and overseeing all Ruby's Place youth and residential programs and the overall functioning of all Ruby's Place residential facilities. The Senior Director of Youth and Residential Services (SDYRS) will ensure all youth and residential programs include a trauma-informed, client-centered approach and are in

compliance with all licensing requirements, contract deliverables and shelter standards are met. This individual will participate as a member of the Ruby's Place leadership team to formulate and implement plans to meet the agency's short- and long-term goals

Responsibilities include

Ruby's Place Leadership:

- Participate as a member of the agency leadership team.
- Ensure all programs remain client-centered and the relational model is upheld.

Program Development & Evaluation:

- Create new and unique ideas to improve existing systems or operations. Is innovative when new organizational approaches are needed.
- Develop new policies, procedures, and practices. Frequently evaluate and recommend revisions as needed. Ensure all policies and protocols are upheld to the state and federal requirements.
- Evaluate all programs for continued success. Strategize on how to maintain improvement.
- Develop specialized programs for various populations of youth including all gender identities and survivors of domestic violence and human trafficking.

Supervision:

- Directly supervise Youth and Residential Programs managers and ensure proper policy and procedures are in compliance and a sound work ethic is maintained.
- Directly supervise Facility Managers for all Ruby's Place residential facilities.
- Conduct staff evaluations.
- Interview and hire for open or new management staff for all youth and residential programs.
- Meet with staff individually (weekly) for supervision, support, and provide feedback.
- Work with the Clinical Department on reflective supervision and secondary trauma evaluations.
- Perform disciplinary action, including termination of employment, as needed.

Compliance & Reports:

- Conduct internal audits for accuracy and compliance.
- Oversee contractual requirements as mandated by various funding sources and licensing agencies.
- Oversee all training for staff and ensure all are in compliance with licensing requirements.
- Oversee all reports related to youth and residential programs in collaboration with CPO and Data Team.
- Maintain professional and technical knowledge of all regulating agencies while ensuring services maintain RP values and goals.

Program Operations:

- Assess operations, make recommendations for improvements, and report identified problems.
- Oversee and assist in client program terminations and psychiatric emergencies such as 5150's.
- Assist in crisis intervention and de-escalation procedures.

- Responsible for adherence to all CCL requirements. Acts as administrator at youth facilities *when needed*.
- Review grievances and incident reports and respond to clients by mediation or an individual meeting, as appropriate and necessary.
- Enact and review all disciplinary actions. Implement motivational strategies for clients and staff.
- Observe and interact with staff, clients, and other individuals as necessary to ensure the quality of care for clients and program services.
- Approve activity scheduling for group and individual recreation, community service, school events, and outside groups.

Facilities:

- Work with the CPO and operations staff on facility maintenance and construction projects relating to residential programs.
- Oversee residential facilities operations to ensure expected level of cleanliness and order is maintained.
- Ensure operation of vehicles used by youth programs by implementing preventative maintenance requirements. Work with the CPO and operations staff for repairs and/or replacement.

General:

- Attend area networking meetings as required.
- Attend Local, City, State, and Federal meetings as required.
- Represent the Agency at Community events as requested.
- Submit month-end financials to the Finance Team and approve routine expenses. Work with the CFO and Finance Team to prepare facility budgets and manage expenditures.
- Other duties as assigned by CPO or Executive Director.
- Fill out a functional timesheet by assigned due dates in compliance with the time allocations.
- Actively participate in reflective supervision
- Create and maintain documentation of processes and procedures in relation to duties of the job
- Other duties as assigned by your supervisor

Working Conditions

This position is eligible for hybrid in person & remote work. Time spent on-site versus remote working will be discussed and agreed upon with your supervisor. You are expected to be available on-site as necessary given business needs. You must be able to stand for long periods of time and perform physical activities, including lifting up to 25 pounds. You will be subject to frequent interruptions and must be able to multitask and handle stress.

Local travel in the greater Bay Area may be required.

Applying

The pay scale for the Senior Director of Youth & Residential Services is \$127-140k per year (exempt). The benefits that come with working at Ruby's Place at full-time hours include medical, dental, and vision plans, a life insurance policy, significant vacation, sick time, sabbatical, and immediate vesting in our 403(b) with a generous match. This is a full-time, salaried position. This is a hybrid position (flex work), 40 hours a week, with some days required in our Castro Valley Office. Applicants must be located in the greater Bay Area.

If all this sounds like a good fit for you, please submit your resume and, instead of a traditional cover letter, respond to the following three prompts:

- Why do you want to work for Ruby's Place and why are you a good fit for this role? (200 words max)
- Using the qualifications listed above (under Who You Are section), please list the top 5 qualification(s) that you feel you currently excel in and 2 qualifications you feel you will need to work toward proficiency. Please provide a brief explanation for each (a few sentences).
- Do you have a vision or passion for program development, and if so, could you please elaborate on how you envision contributing to the development and enhancement of youth and residential programs?

At Ruby's Place, we are committed to workplace diversity and providing equal employment opportunities. Please also note that we are going to be especially excited about candidates who understand the unique nature of a mission-driven organization and have lived experience or direct experience working with survivors of domestic violence, human trafficking, or violent crime.

Send resume and prompt question answers to Julie@rubysplace.org