



## **SAFEHOME MANAGER**

### *Position Description*

If interested in this position, please send a cover letter and resume to [recruiting@restorenyc.org](mailto:recruiting@restorenyc.org).

**No calls please.** We will only respond to those candidates we wish to interview.

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#### **RESTORE NYC**

Our mission is to end sex trafficking in the New York region and restore the well-being and independence of foreign national survivors. Working to this end, we:

- Find victims through our outreach strategies and partnerships with law enforcement, the court system, and community-based organizations.
- Restore survivors through our groundbreaking safehome program.

*Note: Our focus is on female foreign national survivors.*

#### **JOB SUMMARY**

Reporting to the Manager of Referrals and Safehome Programs, the Safehome Manager will oversee safehome operations for both the home and for survivors who reside in the home. This is a part-time position requiring a commitment of 20 hours per week. The shifts are varying times Monday – Friday (with the potential for some evening times), and the Safehome Manager will work in the safehome at least 3 days per week.

#### **SPECIFIC RESPONSIBILITIES**

Administrative – Meetings, Supervision

- Attend weekly supervision with Manager of Referrals and Safehome Programs, consult with safehome staff and interns on an on-going basis, attend education/training and meetings with staff including bi-weekly safehome staff meetings
- Provide supervision to part-time safehome coordinators following successful 3-6 month performance

Operational at Safehome: Residents

- Manage all arrangements for move-in of new residents and transitioning out of graduates in a timely and efficient manner
- Co-lead weekly family meetings, ensure information from family meetings is delivered effectively to staff and interns
- Oversee resident “save to independence” program, including obtaining and dispersing resident finances
- Oversee planning and execution of holiday celebrations, cultural dinners, and birthday dinners including gifts/donations for these events in the home
- Obtain quarterly resident feedback and provide feedback to team in collaboration with Impact Coordinator and Director of Programs

- Manage all complaints and incidents in a prompt and professional manner. Work directly with supervisor to handle complex and difficult incidents.
- Lead in discipline efforts in home, overseeing resident safety hours, chore completion, and family meeting attendance.
- Conduct quarterly fire drills and intruder drills with residents (and staff)

#### Operational at Safehome: Housing needs

- Ensure stocked groceries and household items
- Oversee all purchases and adhere to and report these purchases in the safehome budget
- Maintain medicine cabinet including documentation procedures and safe storage of all medical supplies.
- Coordinate and manage donations, oversee staff/residents input on inventories, oversee organization and access to pantry and donation closet
- Care for all safehome vehicle needs (e.g., registration, inspection, repairs, cleaning, gas)
- Monitor that garbage and snow has been properly handled
- Coordinate and oversee necessary home repairs and home maintenance

#### Other

- Oversee “gratitude” efforts – send thank you cards to donors, supporters, volunteers, and invite participation from residents
- Send weekly prayer requests to Operations and Events Manager
- Complete necessary documentation (paper and/or Apricot) in a timely, accurate and complete manner Ensure adherence to HIPPA requirements as well as APA, ACA, and NASW ethical guidelines
- Ensure the confidentiality of resident files and information including medical and mental health records

### **QUALIFICATIONS**

- Affirm the Nicene Creed and attend a Christian church
- Proven track record of effectively managing operations and improving established processes
- Success in roles requiring execution of multiple tasks while responding to multiple priorities
- Can remain focused in the face of pressure, consistently delivers against timelines, energized by tasks/time limitation
- Strong organizational skills and attention to detail
- Humble, hungry, and smart in leadership roles and responsibilities
- Keen self and social awareness, well-developed self and relationship management
- Deep commitment to the healing and well-being of survivors of sex-trafficking
- Flexible in the face of an ever-changing work environment, exceptionally dependable, and able to work well with a diverse team
- Training in trauma informed care and survivor-centered practices
- Spanish speaking strongly preferred

#### Preferred

- Experience working at a safehome or residential facility
- Experience in property management
- Experience working with exploited women and/or at-risk populations

## **ADDITIONAL INFORMATION**

The following are some key aspects of our organizational culture that guide our behavior:

- We always prioritize the health and well-being of the survivor.
- We take personal responsibility for deliverables.
- We support each other so that we can recharge and refresh, whether it is vacation, retreat days, or other activities (professional development classes, meetings with like-minded partners).
- We sacrifice ego for the collective good of the team.