Position Opening: Residential Services Manager  
FLSA: Exempt

DAIS is the leading provider of domestic violence intervention and prevention services in Dane County. Founded in 1977, DAIS has grown from its humble beginnings of five volunteers working out of a church basement, to an organization of over 50 full-time staff, numerous part-time staff, and more than 130 volunteers providing comprehensive prevention and intervention programming to thousands of Dane County residents each year. The organization recently experienced substantial growth in programming and the required staff and volunteer corps to support that programming.

DAIS is seeking a Residential Services Manager to join our growing team. The Residential Services Manager leads and manages effective victim services within the DAIS emergency Shelter Program. The DAIS shelter program provides temporary emergency shelter for victims of domestic abuse and their children. The Residential Services Manager oversees the operations of the Shelter Program and is responsible for cultivating a trauma-informed, safe, clean environment for all residents that is focused on support and healing. The Residential Services manager leads the Shelter Management Team in strategic program planning, organization, and implementation. In addition the Residential Services Manager is responsible for program evaluation, quality assurance, staff supervision, and provision of direct services on a back-up basis.

A successful candidate will possess a minimum of four year degree in a related field, though relevant work experience may be considered in lieu of a degree. A minimum of four years of experience providing supervision and support to supervisors is required. Experience managing a residential program or residential facilities is required, experience managing a residential program for vulnerable populations is preferred. Knowledge of domestic violence issues is strongly preferred. Candidates should also have experience in providing quality assurance of programming, managing contract compliance, and have a proven track record in program coordination. Additionally, experience working with victims of trauma and their children and experience working with individuals from diverse backgrounds is necessary. Excellent written and verbal communication skills and an attention to detail is also required. Excellent computer skills including knowledge of and experience with Microsoft Office is preferred. Bilingual abilities are preferred.

DAIS seeks individuals with the following competencies for this role:

- **Organizational Alignment:** Aligns the direction, services, and performance of a program or operation to the rest of the organization.
- **Staff Management:** Manages staff in ways that improve their ability to succeed on the job.
- **Planning, Organizing & Delegating:** Coordinates ideas, resources and staff to achieve goals and results.
- **Leadership:** Promotes organizational mission and goals, and shows the way to achieve them.
- **Attention to Detail:** Diligently attends to details and pursues quality in accomplishing tasks.
- **Policies, Laws, Rules & Requirements:** Holds self and others accountable to policies, laws, rules and requirements, and initiates enforcement actions in a way that is perceived as fair, objective and reasonable.
- **Conflict Management:** Helps others to resolve complex or sensitive disagreements or conflicts.
- **Time Management:** Organizes work, sets priorities, and determines resource requirements to effectively manage time and achieve goals.
• **Valuing Diversity**: Helps to create an environment that embraces and appreciates diversity.

• **Decision Making and Judgement**: Makes timely, informed decisions that take into account facts, goals, constraints, and risks.

Bilingual candidates and individuals of color are encouraged to apply.

Benefits include access to purchase full medical and dental coverage, life insurance, short-term disability insurance, long-term disability insurance, and generous leave time.

**To apply:**
Interested individual applicants only please, DAIS prefers not to be contacted by third party staffing agencies. A complete application, resume and cover letter addressed to Dawn Sharer, Human Resources Manager, are required to be considered for this position.

Incomplete applications, or applications submitted without a cover letter and resume will NOT be considered.

Completed applications may be submitted via email as an attachment to: daisemployment@abuseintervention.org, or by U.S. Mail to DAIS, Attn: Human Resources, 2102 Fordem Ave., Madison, WI 53704.

Application and full job description may be obtained at [http://abuseintervention.org/how-to-application/](http://abuseintervention.org/how-to-application/)

Applications should be submitted by 12/18/2015 for consideration.

**DAIS is an equal opportunity employer.**