



Residential Campus Manager - Entry-Level Management Position

ORGANIZATIONAL PURPOSE: Avalon Center provides trauma-informed, survivor-centered services that promote safety, healing, empowerment, prevention, and emergency Stabilization for individuals and families impacted by domestic violence, sexual assault, stalking, trafficking, strangulation, traumatic brain injury (TBI), and related forms of trauma.

JOB TITLE: Residential Campus Manager - Entry-Level Management Position *(Full-Time, Exempt, In-person)*

The Residential Campus Manager provides trauma-informed, survivor-centered care coordination services through Avalon Center's **Comprehensive Integrated Care Model**. This position oversees day-to-day operations of Avalon Center's confidential residential campus and shelter environment. This position promotes safety, wellness, operational excellence, and trauma-informed living environments for survivors and their families.

SERVICE AREA: James City, York, New Kent, Charles City, Poquoson, Williamsburg, Gloucester, Mathews, King William, King & Queen, Middlesex.

OFFICE LOCATION: James City County

Reports to: Senior Director of Youth and Family Services

About Avalon

Avalon Center is committed to providing safety, advocacy, and support to survivors of domestic and sexual violence. We operate with professionalism, confidentiality, and a trauma-informed approach.

ESSENTIAL RESPONSIBILITIES (Additional duties may be designated by Program Director)

- Oversee the daily operations of the residential campus to ensure a safe, clean, organized, and trauma-informed environment for residents, staff, and visitors.
- Supervise residential advocates, interns, volunteers, and campus support staff, including onboarding, orientation, mentoring, and ongoing performance support.
- Conduct and oversee daily campus walkthroughs, safety inspections, wellness checks, and resident check-ins to promote accountability, resident well-being, and facility readiness.
- Coordinate housing transitions, maintenance requests, transportation services, inventory management, safety records, and other campus logistics.
- Provide crisis intervention, conflict resolution, de-escalation support, and safety planning using a client-centered, trauma-informed approach.

- Meet with residents and families, as appropriate, to develop and support individualized support plans that promote safety, stability, self-sufficiency, and goal attainment.
- Collaborate with internal teams and community partners to coordinate services, participate in weekly case review meetings, and ensure continuity of care for residents.
- Support residents with complex needs, including those experiencing Traumatic Brain Injury (TBI), cognitive challenges, sensory sensitivities, memory concerns, or other barriers that may impact daily functioning.
- Maintain accurate and timely documentation, including service records, incident reports, inventory logs, and VADATA reporting in accordance with organizational, grant, and regulatory requirements.
- Assist with donation management and ensure household supplies, pantries, and essential resources remain organized, stocked, and readily available to meet resident needs.
- Participate in on-call responsibilities, emergency preparedness activities, community meetings, and interdisciplinary initiatives as assigned.
- Promote professionalism, confidentiality, ethical standards, and a healing-centered residential culture grounded in dignity, empowerment, survivor choice, and collaboration.
- Attends community partner's meetings

PREPARATION

- Bachelor's degree in Human Services, Social Work, Public Health, Psychology, Counseling, Criminal Justice, Business Administration, or a related field preferred.
- One (1) to three (3) years of experience in residential services, victim advocacy, domestic violence and sexual violence services, case management, housing services, property management, hospitality, residential life, or a related human services field preferred.
- Experience overseeing residential properties, shelters, campus environments, apartment communities, or multi-unit housing operations strongly preferred.
- Ability to maintain professional boundaries with victims, staff and the public.
- Able to work independently and as a team member.
- Strong organizational, computer, verbal and written communication skills.
- Successful completion of pre-employment/annual criminal history review.

This description provides a general overview of the type and levels of work performed. It is not intended to be all-inclusive or to represent a comprehensive description of all specific duties.

Avalon Center is an At-Will employer that celebrates diversity and is an **equal opportunity employer**. **We offer competitive wages and benefits as well as a family-friendly, and drug-free work environment.** If you are passionate about helping individuals affected by intimate partner violence and making a positive impact in the community, we encourage you to apply. This is a rewarding opportunity to provide support, advocacy, and empowerment to survivors on their journey towards safety and healing.

To apply, please submit your resume and cover letter with references detailing your relevant experience and qualifications.

Submit inquiries to: jobs@avaloncenter.org