



## House of Hope

### House Manager

### Job Description

**Organization Type:** Non-Profit, Faith Based, 10+ Employees

**Position Type:** Full-Time; Salary Exempt

**Direct Report:** Program Director

**Hours:** 40+ hours per week; work hours will vary to overlap some early mornings, late events and weekends, to monitor staff; *on call rotation required*

**Travel Requirements:** Yes

**Education and Experience:**

- High school or equivalent
- Georgia driver's license
- Must be at least 21 years of age
- Associate degree from an accredited college or university in a related field and one year of related experience **OR** Bachelor's degree in a related field and one year of related experience **OR** One year experience at a lower level position **AND** 1 year of supervisor/managerial experience.

**Summary:** The House Manager is responsible for ensuring that the administrative needs of the house are met. Under general supervision, monitors staff in a residential/home environment. Documents and reports staff performance as a team and as individuals. Trains and assists staff in following protocols set in place by House of Hope Refuge of Love Inc. and ensures documentation is completed daily by staff. Maintains a clean, healthy, safe environment. Serves as supervisor to other residential staff.

**Job Duties** - *The duties of this position include but are not limited to the following:*

### Maintaining Documentation:

- Ensuring documentation is completed daily by all staff members to include accountability sheets, MARS, communication log, points sheet, etc.
- Ensuring all documentation sheets have been completed and filed correctly



- No call/No show documentation of all staff
- Call out documentation of all staff
- Tardiness documentation of all staff
- Staff evaluation/annual and new hire performance documentation completed on all staff
- Training new hires and all staff in various topics
- Maintenance Log documentation of any house maintenance issues
- Van inspection logs completed annually and as needed
- Fire drill and emergency safety drills completed monthly and filed correctly

#### **Staff Supervision:**

- Supervising the performance of all staff
- Corrective action plan for all staff implemented
- Selecting Staff of the Month
- Board of Communication designation of duties and changed monthly
- Documentation of levels as delegated by Lead staff

#### **Office Duties:**

- Ensuring all household supplies are ordered and stocked regularly
- Ensuring Office supplies are ordered and stocked regularly
- Develop group programming schedule and ensuring implementation by staff with approval of Director
- Support program staff in implementing a comprehensive, Trauma-Focused, Strength based therapeutic approach
- Receipt coding and inputting for all receipts

#### **Qualifications:**

- Never have been shown by credible evidence (e.g., a court or jury, a department investigation, or other reliable evidence) to have abused, neglected, sexually exploited, or deprived a child or adult or to have subjected any person to serious injury as a result of intentional or grossly serious injury as a result of intentional or grossly negligent misconduct as evidenced by an oral or written statement to this effect obtained at the time of application and evidence of having made efforts to obtain and evaluate references from previous employers
- Documentation of at least two professional, educational or personal references that attest to the person's capability of performing the duties of the position and to the person's suitability of working with or around children
- Satisfactory preliminary criminal history background check determination and a satisfactory fingerprint records check determination as required by law
- Clean motor vehicle record is essential to fulfilling the job responsibilities
- Documentation from a licensed physician or other licensed healthcare professional of a health screening examination within thirty (30) days of hiring sufficient in scope to identify conditions that may place residents at risk of infection, injury, or improper care



- Current evidence of successful completion of a biennial training program in cardiopulmonary resuscitation (CPR) and a triennial training program in first aid which have been offered by a certified or licensed healthcare professional; such programs shall be completed within the first year of employment
- Willingness to pursue and participate in continuing education to stay up to date on best practices and regulatory compliance requirements
- If a master's level candidate, willing to pursue or maintain professional licensure by the state of Georgia
- Participate in all required trainings and show competency in skill areas of training content
- Must be 21 years of age or older

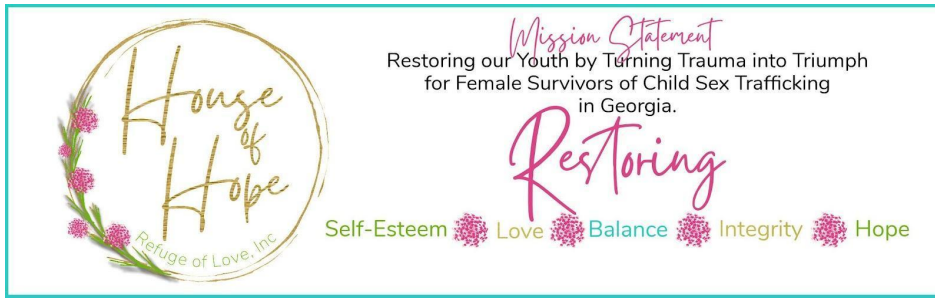
#### **Skills:**

- Understand and demonstrate a willingness to engage in the core values of House of Hope and guiding principles for the program
- Represent House of Hope in a positive way at social activities and events
- Abide by organization policies and procedures
- Possess crisis management, leadership, and management skills
- Demonstrate a high level of organization and multi-tasking ability
- Demonstrate experience in residential service provision
- Possess a high comfort level with leading groups
- Display strength-based tendencies
- Effectively communicate with others
- Be prepared to address problems or concerns with solutions (solution focused rather than problem focused)
- Must possess the ability to determine daily workload, assign tasks and ensure work completion
- Must adhere to the employee and participant handbook, support designated staff to do the same, identify training needs as appropriate
- Capable of performing multiple tasks and is well organized
- Ability to managing multiple and competing priorities

#### **Character Requirements:**

- Team-Oriented
- Professional
- Honest
- Strong work ethic
- Ability to work without direct daily supervision
- Display supportive and positive attitude

**Physical Requirements:** Must have the physical ability to administer physical restraints as governed by policies and procedures of programs. Must be able to walk up and down 1 flight of stairs multiple times per day and walk about the program campus.



Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ -