



FAMILY HOUSE

JOB DESCRIPTION

POSITION: Resident Manager
STATUS: Overnight, Part Time / Hourly
REPORTABILITY: Full-time House Manager

PRIMARY SCHEDULE: The Resident Manager will be on duty from Sunday through Thursday evenings, beginning at 9 PM and closing the office at 10 PM. The “sleeping” portion of the shift begins at 10 PM and ends at 7 AM Monday through Friday mornings. From 7-7:30 AM, the Resident Manager will be required to open the office and update the incoming Manager. On Saturdays (and Sundays), the “sleeping” portion of the shift ends at 8 AM, at which time the daytime manager takes over the opening responsibilities of the office.

The Resident Manager will be provided an on-site apartment and parking. Hourly rate is paid for scheduled awake hours. A time and a half rate is paid for specified overnight interruptions and 6:30 AM breakfast set-ups on assigned days.

GENERAL SUMMARY:

Supports Family House (FH) mission and goals by upholding the standard of excellence for House Operations and Guest Services at their assigned location.

RESPONSIBILITIES:

House Operations

- Gives attention to and reports any safety concerns in physical facility and surrounding property.
- Completes annual emergency training; Executes emergency procedures when necessary.
- Maintains accurate records for House including but not limited to guest registration, payment, and Family Assistance. Approves Daily Cash Reports from shift with replacement manager.
- Reviews Trial Balance and assures FA and AGH Voucher payments for the day have been entered.
- Prepares a brief report of shift activities in the communication log. Documents unusual guest behavior. Completes Incident Report and communicates the documented situation to the House Manager or the On-Call Manager.
- Is responsible for securing the House and office area at the end of the evening shift and reopening it at the start of the daytime shift.
- Does minor clean-up in preparation for breakfast program. Enters other identified Housekeeping needs on the Housekeeping Log or refers to Lead House Manager or Housekeeping Manager.
- Sets up Breakfast Program based on current program schedule.
- Substitutes for the House Manager when the situation requires, including at least 2 holidays, one from each group annually. Group 1: Martin Luther King Day, Memorial Day, July 4th, Labor Day; Group 2: Thanksgiving, Christmas and New Year’s Day. Will make reasonable accommodations to ensure coverage during emergency situations.
- Accesses and enters payroll/time sheet information into ADP system.
- Attends monthly House meetings, as requested.

Guest Services

- Upholds Family House (FH) Guest Services Standards.
- Actively and supportively listens to guest concerns. Advises guests of available resources for medical, emotional, social or spiritual support throughout their stay.
- Educates guests and assists volunteers in educating guests about policies and procedures; enforces policies in a consistent and professional manner.
- Assists guests with transportation.

- Maintains business and guest confidentiality and ensures adherence by staff and volunteers.
- Ensures volunteer groups are welcome at FH. Acts as a liaison for guests to say “thank you” after group events.
- Consults with Lead House Manager or Manager on Call when assistance is needed.

Other Duties:

- Performs other related duties as may be assigned by authorized personnel or as may arise unexpectedly.

SPECIAL SKILLS AND ABILITIES REQUIRED:

- Ability to relate to people in periods of stress in an open and compassionate manner.
- Capable of defusing situations and perceiving and solving problems before they become crises.
- Interpersonal skills to effectively communicate with people of varying backgrounds including coworkers, and healthcare professionals.
- Ability to enforce policies and procedures while understanding some situations require a compassionate and flexible response.
- Excellent organizational and time management skills with ability to manage multiple tasks simultaneously; attention to detailed record keeping required.
- Knowledge of mechanical systems.
- Basic computer skills including use of browsers, Microsoft Office Suite and Outlook.
- Ability to learn and use reservation system.
- Must give at least 30 days’ notice if planning to leave this position.

KNOWLEDGE AND PRACTICAL EXPERIENCE REQUIRED:

- Level of knowledge equivalent to that ordinarily acquired through completion of a Bachelor’s Degree in the areas of Health Sciences, Liberal Arts or Business. Bachelor’s degree preferred.
- Minimum of two years of previous work experience in business or human services field.

PHYSICAL REQUIREMENTS:

- Move swiftly through the house and on the property in order to complete rounds, place signs, set-up rooms, get supplies, assure guest safety, evaluate/respond to maintenance issues, and to respond quickly to urgent or emergency situations.
- Ability to complete a house walk-through in about 20 minutes.
- Position one’s self (for example bend, kneel, stoop, reach) in order to take care of emergency or urgent plant operations, set up guest rooms, or handle maintenance situations (e.g. flood, leaking toilet) which require an immediate response.
- Climb stairs in order to access all areas during walk-through and when elevator is not available.
- Lift, carry and/or transport up to 10 pounds and up to 25 pounds infrequently.

NOTE: The above statements are intended to describe the general nature and level of the work being performed by people assigned this position. They are not exhaustive lists of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with this position.

Employee Printed Name

Employee Signature

Date

Date(s) reviewed/revised: January 2009, March 2010, May 2014, June 2014; July 2015; October 2016; July 2017; January 2019; September 2020