

The Montgomery Area Family Violence Program, Inc.
dba Family Sunshine Center

Position Title: House Manager

Reports To: Shelter Services Coordinator

Status: On-Call, Non-Exempt

Work Site: Family Sunshine Center Shelter

Summary: The House Manager is responsible for ensuring that the shelter operates efficiently according to the program guidelines and structure. The House Manager is responsible for the flow of the client's admittance and exit process, make sure rooms are in order, conduct shelter assessments, and proper client documentation and completion of paperwork.

Responsibilities:

1. Develop, foster, and maintain a positive environment for all clients, staff, volunteers, providers and/or visitors;
2. Answer the crisis line, assess emergency status of calls and make appropriate referrals to shelter or provide additional non-shelter resources as appropriate;
3. Admit new clients into shelter and assess the appropriateness of each resident for placement at the Shelter;
4. Complete the intake process with new clients, review rules and receive a release of responsibility in accordance to Shelter policy;
5. Review and update staff logs electronically with any important information that occurs during their shift;
6. Maintain consistent communication with supervisor on all aspects of shelter-related activities;
7. Attend staff meetings, guest house meetings, and annual staff trainings as directed;
8. Collaborate with agency staff/programs and outside providers to offer cohesive network of support;
9. Provide timely assessments and address maintenance-related tasks that arise for shelter facilities;
10. Ensure client accessibility to supplies, snacks, and lunches as appropriate per Shelter policy;
11. Monitor building security and allow shelter entry and exit as appropriate and in accordance to shelter policy;
12. Monitor assigned chores and make sure tasks are completed by clients, as well as, the cleanliness of central office, storage areas, common areas, kitchens and hallways; Monitor and update wash schedule and chore list as needed.
13. Process client discharges and ensure a discharge form is completed, check client's room for cleanliness and request client to complete an exit interview;

14. Assemble intake folders for new clients in accordance with policy;
15. Ensure clients adhere to agency policies and guidelines, including but not limited to curfew, cleaning standards for rooms, completion of chores, etc.
16. Submit complete and accurate client data, statistical reports, and evaluations, on a timely basis, and comply with other reporting requirements as required by agency policies and procedures.
17. Perform other tasks as requested by the Director of Residential Programs and Shelter Services Coordinator.
18. Provide preventive measures through daily checks of various areas of the shelter to ensure the shelter is running efficiently and properly.

Qualifications:

- High School Diploma or 2 years of college courses
- 2 years of experience in a Social Service agency
- Experience in a residential facility preferred

Knowledge, Skills, and Abilities

- Ability to maintain poise and self-control in critical and high intensity crisis situations;
- Ability to communicate with and be sensitive to the needs of people of various backgrounds;
- Knowledge of trauma-informed best practices;
- Ability to identify clients with substance abuse symptoms and appropriately respond or refer;
- Motivational interviewing skills;
- Ability to determine and prioritize appropriate victim services;
- Ability to identify and use community resources;
- Ability to focus and prioritize multiple projects simultaneously and meet deadlines;
- Exhibits strong verbal and written communication skills;
- Strong computer skills in Click Time and current Microsoft applications to include Outlook, Word, Excel, PPT, and Publisher.

Travel Requirements:

Valid Alabama driver's license and automobile insurance required.

Physical Demands:

Ability to climb stairs and lift light boxes and materials as needed; Ability to sit in a designated area and monitor security monitors in central office for prolonged periods of time.

I have received, reviewed and fully understand the job description for House Manager. I further understand that I am responsible for the satisfactory execution of the responsibilities described therein, under any and all conditions as described.

Employee Name

Date

Employee Signature