

**The Montgomery Area Family Violence Program, Inc.
DBA Family Sunshine Center**

Position Title: House Manager

Program: Human Trafficking

Reports To: Shelter Services Coordinator

Status: Full-time, Non-Exempt

Work Site: Family Sunshine Center Human Trafficking Shelter

Summary: The House Manager is responsible for ensuring that the shelter operates efficiently according to the program guidelines and structure. House Manager will be responsible for providing daily meals and modeling healthy living structure for program participants.

Responsibilities:

1. Develop, foster, and maintain a positive environment for all clients, staff, volunteers, providers and 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. Complete the intake process with new clients, review rules and receive a release of responsibility in accordance to Shelter policy;
4. Review and update staff logs electronically with any important information that occurs during their shift;
5. Maintain consistent communication with supervisor on all aspects of shelter-related activities;
6. Attend house manager meetings and annual staff trainings as directed;
7. Collaborate with agency staff/programs and outside providers to offer cohesive network of support;
8. Engage in ongoing training and development related to human trafficking.
9. Straighten, clean, dust, and disinfect common areas of the shelter to include the kitchen, bathrooms, and living room according to procedures set by the Shelter Services Coordinator.
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 and update schedules for facility services as appropriate (laundry, shared spaces, etc.)
13. Maintain accurate and timely progress/case notes and data as required by agency policy;
14. Process client discharges and ensure a discharge form is completed, check client's room for cleanliness and request client to complete an exit interview;
15. Provide transportation services for clients as needed;
16. Assist with grocery shopping, meal planning, and meal preparation for clients;
17. Facilitate skills training groups and activities as needed;

- 18. Administer and document client medication use;
- 19. Perform other tasks as requested by Director of Residential Programs and Shelter Services Coordinator.

Qualifications:

- Must be at least 21 years of age
- High School Diploma or 2 years of college courses
- 2 years of experience in a Social Service agency
- Experience in a residential facility preferred
- Successful background and criminal clearance required

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 and human trafficking preferred
- Ability to identify clients with substance abuse symptoms and appropriately respond or refer;
- Motivational interviewing skills preferred;
- 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.
- Ability to complete and maintain cardiopulmonary resuscitation (CPR) and mental health first aid certification

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