



Job Title: House Manager
Department: Recovery Housing
Reports To: Director of Operations and Housing
FLSA Status: Non-exempt
Prepared by: Insperity (th) **Date:** 9/28/22

Position Summary: Working under limited supervision, the House Manager resides onsite and is responsible for inspecting and cleaning the residence, enforcing house rules, and overseeing residents including coming and going from the residence. Other responsibilities include orienting new residents and assisting with their transition into and from the residence. The House Manager will promote the Social Model philosophy that reinforces healthy living skills and associated values, attitudes, and connection with self and community for sustaining recovery.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Conducts orientation with new residents and assists with resident transition when they leave.
- Monitors residents' coming and leaving the property and enforces house rules to maintain safety and security measures as defined by SMH.
- Ensures that order and discipline are maintained while promoting self-discipline and an awareness of others by modeling, mentoring and monitoring behavior.
- Ensures orderly and clean living conditions are maintained in a timely and professional manner.
- Oversees the day to day operations in compliance with regulatory requirements
- Coordinates with maintenance on any necessary repairs to be completed.
- Provides guidance as appropriate.
- Attends mandatory monthly meetings and occasional weekend trainings as required.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Communications – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Education/Experience:

High school diploma, or general education degree (GED), or one to three years' related management experience preferably in a residential environment. Annual completion of following Blue Basin training: Understanding of Motivational Enhancement Therapy; trauma, abuse and neglect, violence, Post-Traumatic Stress Disorder (PTSD) and related conditions or other approved, equivalent training.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Basic working knowledge of Microsoft Office (Word, Excel, Outlook and Internet Explorer) required.

Certificates and Licenses:

Maintains CPR, Automatic External Defibrillator (AED) and First Aid certifications. Current Prevention Management of Aggressive Behavior (PMAB) training required.

Approval Requirements:

Position requires must have at least two years of recovery lived experience. Must currently be in a recovery support group.

Supervisory Responsibilities:

Not applicable.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The

employee is frequently required to sit and use hands to finger, handle or feel. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl; and taste or smell. The employee will occasionally need to lift or move up to 50 pounds. Specific vision requirements include: close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name