

## **Project Hope Family Shelter**

### **House Manager**

Project Hope works in partnership with families so they can move up and out of poverty. We do this by being a catalyst for change in the lives of families and in the systems that keep them poor; developing and providing family support solutions for homelessness and poverty; and advocating for just public policies that strengthen families.\*

Located in Boston's Dudley neighborhood, Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded 28 years ago by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, today Project Hope offers an array of services to assist families – especially low-income single mothers – in gaining the resources and skills to overcome their impoverished circumstances.

In 2006, Project Hope opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, our original site remains home to our family shelter and child care center. Together, these programs serve 1000 community members each year.

Project Hope is also a co-founder of two statewide non-profits to end family homelessness – Homes for Families and One Family, Inc – and is a founder and active board member of the Dudley Street Neighborhood Initiative (DSNI), a broad-based coalition of nonprofits, businesses and residents committed to revitalizing the Dudley community.

\* See appendix 1 for a Statement of Project Hope's Theory of Change and Practice Principles which are essential for the embodiment of the Mission.

### **Position Summary**

Reporting to the Shelter Director, the House Manager is responsible for providing a constant presence to the eleven families residing at Project Hope by ensuring the families' needs are met. The House Manager works with the families to ensure that Project Hope is a clean, healthy and safe place. Based in the front office, the House Manager must provide a professional presence at all times, ensuring that confidential information and conversations are not shared in this space and appropriate boundaries are kept at all times. A House Manager must have an understanding, articulation and commitment to Project Hope's mission, which requires accepting the families for who they are and working with them in the spirit of learning and growing together.

## **Responsibilities**

- Provide a constant presence to families residing in the Shelter and ensure all needs are met during the shift.
- Interact with residents throughout the shift, check in with the families and monitor the Shelter space at regular intervals. (This requires leaving the front office on a regular basis and not waiting for families to come and make requests.)
- Ensure that all residents are abiding by shelter rules, and enforce the rules if violated.
- Mediate conflict between residents as required, taking preventative actions if possible.
- Oversee the upkeep of the house, making sure that residents complete their chores and that the shelter is clean and orderly.
- Monitor the safety of the building, including checking doors and windows and turning the alarm on and off.
- Ensure that all areas of the Shelter are adequately stocked for families, including the kitchen and the bathroom.
- Complete the checklist of responsibilities specific to the shift.
- Monitor and keep track of families entering and exiting the Shelter at all times.
- Answer the phone and front door. Greet visitors and callers in a courteous and professional manner.
- Ensure all front office procedures are properly implemented and followed, including the use of keys, the housing phone, the donation book, etc.
- Maintain an accurate log of the activities in the house.
- Respond to crises, with back-up from the Shelter Director and/or the Shelter Operations Manager as needed.
- Arrive in time to receive an update from the House Manager on the previous shift and allow for time to provide an update to the next House Manager coming on duty after the shift.
- Maintain all binders and forms necessary for shelter operations including but not limited to emergency forms, sign ins/outs, and incident reporting.
- Ensure that all cab vouchers used by residents are properly recorded.
- Attend ongoing training, monthly house managers meetings, all-staff meetings and other meetings and events as required.
- Other duties as assigned.

## **Position Requirements**

- High school diploma, GED or equivalent or 5 years experience in the human service field.
- Understanding of the needs of homeless families.
- Ability to relate well with people, including good communication skills and the ability to set limits in a fair and supportive way.
- Flexibility and ability to think quickly and respond to crises.

- Ability to maintain a clean and orderly house.
- Training in CPR and First Aid.
- Bilingual in Spanish and English (preferred).

**Physical Requirements**

In an 8 hour workday for the 7am-3pm or 3pm-11pm shift, employee is required to: (check box)

		Number of Hours:							
		1	2	3	4	5	6	7	8
A.	Sit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
C.	Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
D.	Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In an 8 hour workday for the 11pm-7am shift, employee is required to: (check box)

		Number of Hours:							
		1	2	3	4	5	6	7	8
A.	Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	Stand	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	Drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In an 8 hour day Employee must:

	Not at all	Occasionally 1- 33%	Frequently 34 - 66%	Continuously 67 - 100%
A. Bend / Stoop	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Squat / Crouch	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
E. Reach above shoulder level	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Kneel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Push / Pull	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In an 8 hour day Employee must lift:

	Not at all	Occasionally 1- 33%	Frequently 34 - 66%	Continuously 67 - 100%
A. Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
B. 11-20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. 21 - 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. 51 - 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Over 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

On the job, employee uses hand for repetitive actions such as:

	Grasping	Grasping & Turning	Fine Manipulation
A. Right:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B. Left	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

On the job, employee uses feet for repetitive movements such as foot controls:

Right:  Yes  No      Left:  Yes  No      Both:  Yes  No

Job Requirements:		Yes	No	
A.	Inside work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Part-Time
B.	Outside work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Part-Time
C.	Working on Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
D.	Being around moving machinery	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
E.	Driving automatic equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
F.	Exposure to dust, fumes, gasses, refrigeration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

## Appendix 1

### Project Hope's Theory of Change

Project Hope holds itself accountable to helping each participant journey towards the following four outcomes. As a result of engaging with Project Hope, each participant is responsible for designing their own path towards the benefits they envision for themselves and the children. Each person is responsible for moving forward towards the benefits they seek during their engagement with us, but we are responsible for designing the space, ways of being and supportive services that help participants realize the following four outcomes.

- As a result of how we engage in relational change with participants, they gain hope, confidence and a future vision for themselves and their children.
- As a result of our practical supports and programs, participants are better prepared for success.
- As a result of our continuum of supports, co-journeying and follow-through, participants are leading stable and secure lives.
- As a result of our reflection and peer learning about the inter-dependence of many social, political, economic and environmental systems, participants are aware of and understand the root causes of homelessness and poverty.

### Practice Principles

1. **Strength Based Approach:** We compassionately receive each other without prejudice and create an environment where together we discover, celebrate and honor each person's gifts and talents.
2. **Respect for Diversity:** We respect the richness of differences and honor each person's wisdom.
3. **Holistic Human Development:** We honor and support the development of the whole person – body, mind and spirit.
4. **Choice:** We respect and encourage each person to determine and define their own path supported through informed knowledge and access to resources. With choice, come rights and responsibilities to one's self and others.
5. **Mutuality:** We believe that the power of growth is in relationship, where in every encounter we are both givers and receivers of respect, honesty and compassion.
6. **Advocacy:** We create an environment where families find their voice personally and collectively and harness this power to bring about social change.
7. **Connection to Local Community:** We strengthen community networks with and among families, organizations and neighborhoods.
8. **Connection to Global Community:** We connect our efforts with communities around the globe who work for economic, social and political justice.