



Position Description

SHELTER HOUSE MANAGER

Department: Shelter

Exempt: Hourly, Non-Exempt

Reports To: Director of Shelter

Available Shifts: Monday – Friday 11:00 pm to 7:00 am

Position Summary

The House Manager provides a constant presence to the families residing at the Project Hope Family Shelter and ensures their 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 of the Shelter, the House Manager always provides a professional presence, ensuring that confidential information and conversations are not shared in this space and appropriate boundaries are always kept. A House Manager must have an understanding 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.

Primary Responsibilities:

- Serves as an onsite staff presence to families residing in the Shelter and assists in coordinating shelter resources to ensure all client needs are met
- Monitor the shelter space for cleanliness, safety, and supply stocks at regular intervals throughout the shift. This may include, but is not limited to, monitoring the safety of the building, including checking doors and windows and turning the alarm on and off, tracking the residents entering and exiting the Shelter, and ensuring that all areas of the Shelter are adequately stocked including the kitchen and the bathroom
- Ensure that all residents are abiding by shelter rules and enforce the rules as necessary
- Oversee the upkeep of the house, making sure that residents complete their chores and that the shelter is clean and orderly
- Complete the checklist of responsibilities specific to the shift
- Ensure all front office procedures are properly implemented and followed, including the use of keys, the housing phone, the donation book, etc.
- Maintain all binders and forms necessary for shelter operations including but not limited to emergency forms, sign-in/out, and incident reporting
- Maintain an accurate log of the activities in the house
- Answer the phone and front door. Greet visitors and callers in a courteous and professional manner
- Ensure that all cab vouchers used by residents are properly recorded

- Respond to crises, with back-up from the Shelter Director and/or the shelter Operations Manager as needed
- Arrive on 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

Other Responsibilities:

- Mediate conflict between residents as required, taking preventative actions if possible
- Attend ongoing training, monthly house managers meetings, all-staff meetings, and other meetings and events as required
- Other duties as assigned as the needs of the Shelter dictate

Position Requirements:

- High school diploma, GED, or equivalent
- 5 years' experience in the human service field
- Training in CPR and First Aid
- Bilingual in Spanish and English (preferred)
- Ability to demonstrate compassion and the ability to understand the needs of homeless families
- Strong communication skills and the ability to set limits in a fair and supportive way
- Ability to think creatively and respond to crises quickly and calmly
- Ability to always maintain a polite and professional demeanor
- Strong organizational skills
- Must be able to work onsite
- Must be fully vaccinated

Physical Demands/Conditions:

- Must be available to work onsite Monday through Friday
- Regular bending, walking, standing, and lifting required (25 lbs.)

Equipment Used:

Standard office equipment. Computer, phone, electronic, and paper logs

Supervisory Scope:

None

Contact

Please submit a cover letter and resume to Project HOPE Human Resources team at HRManager@prohope.org.

Project Hope values diversity in its workforce and candidates from a wide range of backgrounds are encouraged to apply.