



## SHELTER HOUSE MANAGER

**Department:** Shelter

**Exempt:** Hourly, Non-Exempt

**Reports To:** Director of Shelter

**Date:** November 21, 2022

**Available Shifts:** Mon. – Fri. 3 pm to 11 pm/ Mon. – Fri. 11 pm to 7 am.

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### Position Summary

The Shelter House Manager provides a constant presence to the families residing at Project HOPE Boston's Family Shelter and ensures their needs are met. The Shelter House Manager works with the families to ensure that the shelter remains a clean, healthy, and safe space. Based in the front office, the Shelter House Manager provides a professional presence at all times, ensuring that confidential information and conversations are not shared in this space and appropriate boundaries are kept. The ideal candidate will have an understanding and commitment to Project HOPE's mission and working with residents in the spirit of learning and growing together.

### Agency Background:

Project HOPE Boston, Inc. has provided support to families in the Nubian/North Dorchester area for over 40 years, always with a laser focus on partnering with families seeking housing stability and economic mobility. Since its inception, Project HOPE has implemented a number of innovative and impactful programs to address housing, workforce, childcare, and educational needs.

Located in Boston's Dudley Street neighborhood, Project HOPE Boston, Inc. is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with families in the local neighborhood. In the 1980s when family homelessness identified as a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project HOPE (House Open People Enter) Boston was established. Once best known as a family shelter, today Project HOPE offers an array of services to assist families in gaining the resources and skills that can lead to more opportunities and access. Partnering with families in neighborhoods that have been historically marginalized, Project HOPE centers its efforts and work in the Social Determinants of Health with a racial equity lens.

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, the original site remains home to the family shelter.

**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 ins/outs, 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 Director.

**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
- 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 maintain a polite and professional demeanor at all times
- Strong organizational skills

**Physical Demands/Conditions:**

- Must be available to work in-person
- Regular bending, walking, standing and lifting required (25 lbs)

**Equipment Used:**

Standard office equipment including computer, phone, electronic and paper logs

**Supervisory Scope:** None

**Compensation:** Starting rate of \$20.00 per hour.