



Position Title: House Manager
Department: Women's Ministries
Reports to: Director of Women's Ministries
FLSA Status: Non-Exempt, Hourly
Job Type: Full-Time, 2nd Shift

Job Summary

Reporting to the Director of Women's Ministries, the House Manager at the Grace House works as part of a team, and also independently, to provide a safe, healing, and grace-filled environment for residents of the Grace House. The House Manager's primary responsibilities are administration and oversight of daily house operations, and supporting participants in recovery.

Responsibilities

Essential Functions:

Residential Services

- Maintain confidentiality.
- Maintain appropriate professional boundaries with participants and staff.
- Understand, implement, and hold participants accountable to all Grace House program expectations and guidelines.
- Complete weekly check-ins with each participant.
- Assign and monitor completion of daily/weekly chores with program participants and complete daily room checks.
- Facilitate basic cleaning/chore instruction course for participants.
- Facilitate/assist with the intake process.
- Facilitate assigned classes and groups as well as group activities.
- Provide assistance in the development of appropriate relapse prevention strategies and life skills.
- Provide recovery support as needed.

- Maintain inventory of food, cleaning supplies, and household supplies.
- Administer alcohol and drug testing as scheduled/needed.
- Monitor and document medication distribution to participants.
- Monitor and maintain Grace House van—registration, inspection, general maintenance/cleanliness and usage log.
- Perform daily walk through of Grace House facility and perform needed remedial actions—close windows, sweep/mop/clean any crumbs on floors or kitchen counters, put away food left out, put dirty dishes into dishwasher, etc.

Administrative Services

- Document notable resident interactions with staff, volunteers and/or other residents.
- Review shift communication log book and important messages at beginning of each shift.
- Record hours worked in the Paychex system daily.
- Document household maintenance issues and communicate needs with the Erie City Mission maintenance team.
- Attend monthly Erie City Mission staff meeting.
- Communicate with all volunteers as needed for program related issues.
- Attend weekly Grace House team meeting.
- Attend in-house training sessions and other trainings as directed.
- Be knowledgeable of emergency procedures and policies.
- Elevate pertinent resident and house concerns to the Program Director in a timely manner.

Supervisory Responsibilities:

The House Manager may be asked to supervise and oversee volunteers.

Other Duties as Assigned:

In this and any position with the Erie City Mission, it is impossible to predict the many requests and assignments that can and will be made to an employee. Flexibility and a cooperative spirit are crucial characteristics of the person who holds this essential position and for the successful operation of the Erie City Mission's services.

Education & Experience

Bachelor's degree preferred and 1 year experience in a social service agency. Experience in working with populations including mental health, substance abuse, victims of abuse, or chronically homeless.

To be obtained within 30 days of employment: Current Act 33/34, FBI clearances, T.B. test, and drug test.

Must have valid PA Driver's License.

Skills & Abilities

- The person who holds this position shall have exercised Christian convictions that demonstrate adherence to the Erie City Mission's statement of faith and a desire to govern all aspects of their personal life in such a manner that brings honor and glory to God. This individual must have a sincere love for the Lord and a desire to see individuals come to a personal relationship with Christ and grow in Him.
- Must be in agreement with the philosophy and policies of the ministry and be able to view this as a team ministry with a servant's heart.
- Must possess knowledge and experience in understanding recovery issues and the recovery environment, demonstrate effective communication skills (both written and verbal), and be able to act effectively and calmly in crisis situations, and willing to confront behaviors and assist residents in evaluating choices daily.

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 primarily sedentary, sitting for long periods of time and is regularly required to stand; walk; use hands to finger, handle, or feel; and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Contact with computer screen for long periods of time is required.

Working Conditions

Works primarily on the Grace House campus, but may also facilitate various experience and ministries at other locations. Utilizes computer—Microsoft Office programs and Outlook, plus, related office equipment.