**Senior House Manager**

Position Description

**Reports to:** Senior Director, Programs

**Classification:** Salaried, Full-time

**Hours:** 40 hours/week, including a few evenings and weekends.

**Work Location:** Duvall, WA

POSITION SUMMARY:

The House Manager oversees the daily operation of the House community at Acres of Diamonds. While ensuring the safety of Acres of Diamonds residents, this position serves as a source of spiritual, emotional, and relational support for residents. This job requires a self-motivated person who is passionate about our Mission. The house manager must have excellent boundaries but also the ability to connect with people, motivating and inspiring them to achieve results. We are looking for a self-confident decision maker who can persevere in the face of adversity and also engage positively to impact individuals and groupsj. Poise and an engaging, empathetic communication style based on natural warmth and enthusiasm is another key to achieving success in this position. Acres is looking for someone with strong initiative and self-direction and a sincere appreciation for people and how they are each uniquely motivated. This position also includes initiating projects and processes as we scale our organization to serve more homeless mom’s and kids. The position includes a variety of tasks and is dynamic and changing, so flexibility in working with each mom and kiddo is necessary. At its core, the position requires a motivated and motivating team player. Detailed below, the work includes overseeing the day-to-day safety and operation of the House, leading and training House Manager Assistant, House Volunteers and resident Community Assistants. The successful candidate with have experience working with nonprofit organizations, women who have experienced trauma, and volunteers. Additional trauma training and experience within the homeless community desired.

DUTIES & RESPONSIBILITIES:

* Maintain a safe community home environment
  + Ensure our residents experience safety and connection through developing intentional relationships with residents & volunteers.
  + Connect with residents individually, providing trauma-informed care, support, coaching, and sound advice while modeling excellent boundaries.
  + Oversee site safety for residents on campus, including assisting visitor background checks and being a part of the on-call rotation for resident emergencies. Respond to both on-site emergencies (such as hospital trips, unwanted visitors, etc.), as well as to resident crisis (such as death in the family, illness, etc.).
  + Oversee regular, random, and appropriate drug testing for all Acres resident adults in order to ensure safety. Maintain records, and implement agreed on safety plan if a test brings up a positive result. Train other staff in drug testing as requested by Manager.
  + Work with Manager to oversee all move outs (both planned and unplanned), ensuring staff and resident safety as the primary priority.
* Oversee the day-to-day operations of the House program, in accordance with Acres’ overall program goals.
  + Ensure appropriate communication, training, and support are provided to residents..
  + As issues in the House arise, address residents quickly and directly through many small coaching conversations.
  + Oversee the teaching and implementation of chores, room checks, and regular community meals in accordance with Acres’ goals and methodology.
  + Assist residents as requested in supporting the resolution of conflicts in accordance with Acres’ goals and methodology.
  + Run regular House meetings, ensuring that they remain a place for residents to give healthy feedback, set expectations where appropriate, and be blessed, delegating leadership to House Assistants as appropriate.
  + Assist new residents in getting settled at Acres of Diamonds, answering questions about the program and providing support as needed.
  + Oversee new residents’ provisional binder completion including onboarding of House Expectations, room checks, provisional activities, and scheduling required meetings.
  + Oversee resident celebrations, such as birthday parties and baby showers, collaborating with other staff as needed to execute the celebration well.
  + Oversee volunteer led activities such as tutoring, workshop time, or other activities.
  + Help facilitate transition to Beyond Acres Coordinator care by helping bridge communication and relationship between Coordinator and transitioning resident.
* Oversee the management of the House Manager Assistant
  + Manage assistant to ensure successful completion of their job requirements, and giving coaching, ongoing training, and performance feedback as needed.
  + Lead through training, role modeling, and on-going mentorship.
  + Oversee administrative work including paperwork, onboarding, and scheduling.
  + Ensure timely performance evaluations and feedback
  + Manage house shift schedule between House Manager, House Manager Assistant, and Community Resident Assistants.
* Volunteer Management
  + Manage resident Community Assistants to ensure successful completion of job requirements, and providing coaching, ongoing training, and performance feedback.
  + Provide opportunities for community development with the support of volunteers.
  + Oversee administrative work including volunteer paperwork, onboarding, scheduling.
* Model behaviors required of residents, including health in relationships with God, self, others, and community.
* Network and maintain contact with industry and community resources for the purpose of collaboration and learning.
* Maintain a high level of professionalism, communications and confidentiality in interactions with staff, volunteers and the general public.
* Maintain consistent documentation of resident interactions, in accordance with Acres’ standards.
* Other duties as assigned by Senior Program Director.

REQUIRED QUALIFICATIONS:

* Personal relationship with Jesus Christ and active in a Christian church.
* Active listening skills, as well as oral, written, and interpersonal communications skills to facilitate effective interactions with residents, volunteers, and staff.
* Sensitivity to the needs of working with diverse cultural and economic backgrounds necessary.
* Strong boundaries, and ability to remain neutral with residents who are upset necessary.
* Strong self-confidence, combined with compassion and deep desire to help others succeed required.
* 2+ yrs. Social Services education and experience preferred.
* 2 + yrs. Experience in trauma care preferred.
* 2+ yrs. Experience managing volunteers preferred.
* 2+ yrs. experience serving homeless individuals preferred.
* A willingness and desire to contribute to the growth and success of an organization, with the ultimate goal of bringing glory to God.
* Valid Washington state driver’s license and ability to travel to offsite meetings.

**Background:**

Acres of Diamonds is a Christian 501(c)(3) organization where homeless women and their children receive the help and resources they need to build lasting, healthy lives.

It is our policy to hire, promote, transfer, terminate and make all other employment-related decisions without regard to any employee’s race, color, sex, age, national origin, veteran status or disability or any other basis prohibited by law. As a religious organization, we are permitted, and reserve the right, to prefer employment on the basis of religion, per Title VII, Section 702-703, vs. Civil Rights Act of 1964. We believe that the effectiveness of this ministry is directly related to the depth and sincerity of commitment to Jesus Christ demonstrated by each employee. Therefore, each employee must be committed to the pursuit of a lifestyle, on and off the job, consistent with our mission, compatible with historical standards of morality and reflecting the message, mission and character of Jesus Christ.

Send resume and cover letter to [Valarie@acresofdiamonds.org](mailto:Valarie@acresofdiamonds.org). Only qualified candidates will be contacted.