

Housing Families Inc. Job Description

Job Title	House Manager
Hiring Manager	Karen Baker
HM Title	Residential Supervisor
Division	Shelter Programs
Location	Revere

Be a leader. Have influence. Get results. Join the team at Housing Families.

ABOUT US

Housing Families Inc., founded in 1986 by community members concerned about the growing crisis of homelessness, has helped more than 2,400 families make the transition out of homelessness to successfully retain permanent housing. Today, Housing Families is one of the largest and most capable providers of shelter and affordable rental housing in Massachusetts.

We provide safe, temporary shelter and quality affordable housing to homeless and at-risk families. We offer individualized supportive services to enrich children's lives, nurture the potential of each family member, and help families maintain permanent housing.

Our vision is a world in which everybody has a place to call home. We are looking for those who share in this vision and for skilled, compassionate individuals who share in our agency values of Respect, Caring, Integrity, Growth, and Team Work:

- Respect - We treat people with dignity.
- Caring - We show compassion and act thoughtfully.
- Integrity - We adhere to high standards.
- Growth - We foster innovation and continuous development.
- Team Work- We collaborate and celebrate.

RESPONSIBILITIES: Role Purpose & Responsibilities

Purpose

The purpose of the House Managers role is to foster an atmosphere of support and collaboration among families living in the shelters and staff that is in line with Housing Families mission, values, and funding contracts. This position provides front desk coverage in our 24 hour staffed shelter and gives administrative support to the shelter team.

Responsibilities

- *Provide reliable shelter front desk coverage Monday to Friday from 8am to 4pm.*
- *Responsible to answer the phones and doors at the shelter in a way that positively contributes to an atmosphere of support and collaboration.*
- *Ensure safety by keeping a resident and visitor sign in/out log, by properly documenting any incidents and notifying authorities and supervisors whenever appropriate. Perform administrative tasks including, but not limited to; handling mail, photocopying, filing, delivering materials between locations, and other assigned tasks.*
- *Help maintain the office in a manner that is clean, orderly and welcoming to families, staff and outside agencies.*

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- *Assist with serving as client contact for questions and concerns regarding property related issues; redirect clients to appropriate staff when needed.*
- *Review mail, and track housing applications for families.*
- *Assist staff with housing related tasks as needed.*
- *Assist with tracking, ordering, and maintaining office supplies.*
- *Support agency by volunteering for agency events.*
- *Assist with unit turnovers at Walnut PI*
- *Assist case managers with administrative task*

- *Perform other related duties as needed or directed.*

QUALIFICATIONS / REQUIREMENTS

High School Diploma or equivalent required; some college preferred. Minimum 1 year of experience working in the human services field directly with clients. Be capable of lifting 30lbs and walking up and down flights of stairs. Working knowledge of the impact of trauma, homelessness, and basic property issues is also preferred.

Eligibility Requirements

- *Must submit a cover letter and resume Karen Baker at kbaker@housingfamilies.org or fax to 781-322-9292.*
- *Must have unrestricted work authorization to work in the United States*
- *Must be 18 years or older*

COMPENSATION:

- Excellent benefits and salary commensurate with experience, language capacity, and education between \$15.

DESIRED CHARACTERISTICS

Open to feedback. Strong verbal and written communication. Ability to emphatically de-escalate emotional reactions. Critical thinking, analytical, problem solving and negotiating skills. Ability to remain calm and responsive during crisis. Ability to practice clear role boundaries and refer questions and concerns outside job scope to appropriate staff. A positive, "can do" attitude. Flexible and adaptable to changes. Detailed, thoughtful, and thorough. Ability to lead by example.