

Job Details

Full-time

1112 N Dogwood, Livingston TX 77351

Job Description

Residential / House Manager Qualifications

- Proven experience in residential management, home economics, and/or residential maintenance
- Bachelor's Degree in Human or Social Sciences/years of experience may be substituted for the degree requirement
- Military experience can also be substituted for the degree requirement above
- Must have reliable transportation and current auto insurance as required by the State of Texas
- In certain cases, based on the special needs of the children served, the position may be gender-specific
- Ability to maintain and understand budgeting
- Ability to prioritize state reporting requirements and internal agency paperwork and reporting
- Ability to prioritize household needs, schedule residential staff and work with Client Advocates to ensure the needs of clients are being addressed while working closely with the administration

Essential Duties and Responsibilities Personnel Supervision:

- Oversee the functions of the Residential Advocates and provide backup services as needed
- Facilitate weekly case management and training meetings with the residential staff
- Recruiting, hiring, training, evaluating, monitoring, dismissing, and making recommendations for promotions of the residential team
- Hold weekly staff meetings and conduct monthly one-on-ones with residential staff to review job performance
- Oversee scheduling of the residential team to provide 24-hour residential coverage

Building & Equipment Maintenance:

- Monitor safety and cleanliness inside and outside of the physical structure and report concerns to administration immediately
- Oversee maintenance of all residential equipment and report concerns to the administration
- Ability to prioritize maintenance needs and concerns against the budget limitations of a nonprofit

Statistics and Reporting:

- Monitors all residential paperwork
- Oversee compilation of residential reports for different granters and internal reports
- Ensure completion of monthly data entry of residential client services data into the Osnum Tracking System
- Provide backup support for data balance and Osnum upload to the Client Services Director as needed
- Under the direction of the Executive Client Services Director maintains required statistical and administrative documentation for monthly, quarterly, and annual reports

Serve as Lead Residential Advocate:

- Maintain confidentiality of client information and shelter locations
- Supervision of 24-hour hotline, providing crisis intervention and support services
- Provide information to clients about family violence and sexual assault dynamics and healing processes
- Provide information to clients about basic life skills, addiction management, healthy relationships, parenting, budgeting, and other needed tools
- Use crisis intervention and peer support techniques to facilitate recovery from abuse, decrease the effects of experienced trauma, address negative feelings and behaviors, aid in clients' own self-awareness, and resolve both intrapersonal and interpersonal conflict
- Perform administrative duties to include maintenance of daily communication logs, client service logs, client intakes, client paperwork, regular inventories, and hotline documentation
- Provide information and referrals to clients to assist in access to community, medical, legal, and employment resources
- Maintain an understanding of appropriate boundaries and relationships with both clients and staff

- Maintain general cleanliness and basic maintenance of the shelter facilities on a daily basis
- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients and other staff members
- Maintain safety and security of the physical structure of the shelter facilities

Client Services:

- Oversee the ongoing case management of residential clients
- Evaluation of client progress, and working with Advocacy staff to identify needed resources and/or options
- Facilitate weekly house meetings
- Provide access to agency donation assistance
- Ensure clients have access to personal accompaniment to court and other community meetings through the case management/advocacy process
- Advise on the need for residential education and support groups
- Responsible for date stamping, documenting, and distributing incoming mail

Residential Oversight:

- Ensure that groceries stay appropriately stocked through coordination of grocery shopping and/or purchasing through a local food bank
- Work with the Executive Client Services Director to ensure communication between shelter programs
- Provide direct service and on-call coverage to the agency as needed to ensure 24-hour availability of quality services
- Assist with the creation and maintenance of a job manual specific to the functions of Residential Advocacy staff
- Attend agency meetings as requested by the Executive Client Services Director
- Adopt and practice ethical communication and communicate effectively with clients and others.

Schedule

Day shift

30-40 hours per week

Benefits

Medical Insurance