

DUMAS WESLEY COMMUNITY CENTER
JOB DESCRIPTION
BALDWIN FAMILY VILLAGE HOUSE MANAGER

Reports To:	Latest Update
Director, Baldwin Family Village	February, 2023

GENERAL SUMMARY

The House Manager reports to the Director of Baldwin Family Village (BFV). Primary functions are as follows:

- Greet and assist all visitors/door traffic and provide general support
- Answer multi-line phone calls and direct calls to the appropriate staff and/or take messages
- Manage relationships with vendors and service providers, ensuring that all items are invoiced and paid on time
- Manage contract and price negotiations with office vendors, service providers and equipment
- Organize and inventory donations and prepare donor thank-you letters
- Update Donor Database accordingly
- Coordinate all maintenance/repairs
- Supervise the safekeeping of facilities keys and respond to staff members' requests for use of keys
- Maintain inventory of office supplies, communicate monthly supply needs to Director
- Work directly with residents to provide such things as new resident orientation (BFV and Dumas Wesley), life skills instruction and address major policy violations
- Address immediate basic needs for families entering shelter including orienting family to facility, schedules, curfews, program rules and staff
- Work closely with Directors to maintain communication, resident progress, statistical accountability and client testimonials
- Meet regularly with Case Manager to review each resident's case plan progress and participation status
- Work closely with Case Manager in interviewing potential transitional housing residents
- Promote activities to increase competence with activities of daily living, parenting and independent living skills
- Encourage residents' participation in volunteer opportunities at BFV
- Administer routine and/or random drug tests to residents, as needed
- Provide supplies to meet basic needs such as snack/meal, linens and hygiene items
- Conduct multiple room checks throughout the week, ensuring cleanliness and safety of each room, and communicate needs/issues to the Director
- Reinforce cost-saving measures, such as reducing electricity consumption and reusing supplies and evaluate workflow processes
- Work alongside the Director and coordinate periodic review and revision of program procedures
- Update front lobby bulletin board
- Monitor BFV cameras and parking lot
- Support employee development
- Other tasks as requested by Director

QUALIFICATIONS:

- Bachelor's Degree in compatible field preferred
- Ability to document events and carry out scheduled or spontaneous tasks
- Must maintain a valid driver's license and valid auto liability insurance
- Must have excellent communication and sensitivity skills, 1-2 years related experience and proficiency with Microsoft Word, Excel and Google Suite
- Ability to diffuse crisis situations both within team settings and independently

EXPERIENCE

- Proven ability to work under the supervision of management
- Proven ability to work with high level of detail.
- Demonstrated ability to adapt and function in a diverse environment

Interested candidates may send a cover letter and resume to: aabernathy@dumaswesley.org