

# House Manager - Ase's Place Intake Home

## Position Overview

The House Manager at Ase's Place Intake Home provides frontline leadership and oversight for this critical 90-day emergency shelter serving young adults ages 18-24 experiencing homelessness. This pivotal role ensures the daily operations of the home run smoothly while fostering a safe, supportive, and structured environment where residents can stabilize and begin their journey toward independence.

## Schedule

- Full-time position (40 hours/week)
- Regular schedule: Monday-Friday, 7:00 AM - 3:00 PM
- Occasional flexibility required for emergency coverage

## Compensation

- \$52,000-\$58,000
- Competitive benefits package

## Primary Responsibilities

### Staff Management & Scheduling

- Supervise and provide leadership to all house staff, including evening, overnight, weekend, and specialized program staff
- Create and manage the 24/7 staffing schedule, ensuring appropriate coverage at all times
- Coordinate staff PTO requests and maintain coverage during planned absences
- Manage call-offs and implement contingency staffing plans when needed
- Coordinate on-call schedules and activate backup coverage when necessary

- Conduct regular staff meetings to ensure consistent communication and program implementation
- Provide mentorship, guidance, and professional development opportunities to staff

## **Program Oversight & Implementation**

- Oversee the implementation of Ase's Place programming, including group therapy, personal development, peer recovery, life skills, and case management services
- Ensure programming aligns with the organization's mission to disrupt generational poverty and chronic homelessness
- Collaborate with specialized staff (Clinical Director, Workforce Development Director, etc.) to maintain program quality and consistency
- Lead morning check-ins and daily planning with residents
- Monitor residents' progress and compliance with program requirements
- Ensure proper implementation of all policies and procedures in alignment with the Ase's Place handbook

## **Crisis Management & Safety**

- Serve as the first line of response for crisis situations within the home
- Implement safety protocols and emergency procedures when needed
- Enforce house rules, behavior expectations, and community standards
- Make critical decisions regarding resident discipline, including issuance of warnings and exit notifications when necessary
- Ensure proper documentation of all incidents and follow established protocols for escalation
- Maintain a trauma-informed approach to conflict resolution and crisis intervention

## **Documentation & Administrative Duties**

- Hold staff accountable for timely and accurate documentation of resident progress, incidents, and program participation
- Ensure all paperwork meets compliance standards for funding sources and regulatory requirements
- Maintain resident files and documentation in accordance with privacy regulations
- Complete regular reports on program outcomes, resident progress, and operational metrics
- Manage intake and discharge processes, including coordination with the 91 Place Transitional Living Program for resident transitions

## Facility & Resource Management

- Oversee the maintenance and upkeep of the facility
- Manage house inventory including food, supplies, donations, and resident necessities
- Coordinate with maintenance personnel for repairs and facility improvements
- Ensure the home maintains a clean, organized, and welcoming environment
- Manage house budgets for food, supplies, and program materials

## Partnership & Community Relationships

- Develop and maintain relationships with community partners and service providers
- Coordinate with external agencies for resident referrals and wraparound services
- Collaborate with mental health providers, healthcare services, educational institutions, and workforce development programs
- Represent Ase's Place in community meetings and collaborative initiatives
- Work with volunteers and community supporters to enhance program offerings

## Qualifications

### Required Qualifications

- Bachelor's degree in social work, psychology, human services, or related field
- Minimum of 3 years of experience working with young adults experiencing homelessness or in residential program settings
- Previous supervisory experience managing staff in a 24/7 facility
- Strong understanding of trauma-informed care principles and crisis intervention techniques
- Excellent organizational, time management, and multitasking abilities
- Demonstrated leadership skills and ability to make quick, sound decisions
- Strong verbal and written communication skills
- Proficiency with documentation systems and basic computer applications

### Preferred Qualifications

- Experience with Medicaid billing and compliance requirements

- Knowledge of youth homelessness systems and best practices
- Case management experience with transitional-aged youth
- Training in crisis prevention intervention (CPI) or similar crisis management approach
- Experience with program development and evaluation
- Understanding of housing-first approaches to combating homelessness

## Personal Qualities

- Compassionate and empathetic approach to working with vulnerable young adults
- Resilient and adaptable in challenging situations
- Strong ethical boundaries and professional conduct
- Commitment to creating inclusive environments for diverse populations
- Passion for supporting young adults in achieving stability and independence
- Solutions-oriented approach to problem-solving
- Ability to maintain calm and effective leadership during crises

## Working Conditions

- Primary work environment is in a residential facility setting
- Regular exposure to emotionally charged situations requiring de-escalation
- May require occasional lifting up to 25 pounds
- Ability to navigate stairs and move throughout the facility
- May be exposed to communicable diseases requiring standard precautions
- Must be able to respond to emergency situations promptly

Ase's Place is committed to creating a diverse and inclusive workplace. We encourage applications from individuals of all backgrounds, particularly those with lived experience related to our mission.