Position Title: Shelter House Manager

Hours: 40
11:00 pm – 7:00 am
Mon. – Fri.

Reports to: Director of Shelter

Benefits Eligible

Position Summary
Reporting to the Shelter Director, the House Manager is responsible for providing a constant presence to the eleven families residing at Project Hope by ensuring the families’ needs are met. The House Manager works with the families to ensure that Project Hope is a clean, healthy and safe place. Based in the front office, the House Manager must provide a professional presence at all times, ensuring that confidential information and conversations are not shared in this space and appropriate boundaries are kept at all times. A House Manager must have an understanding, articulation and commitment to Project Hope’s mission, which requires accepting the families for who they are and working with them in the spirit of learning and growing together. The hours for this position are Mon. – Fri. 11:00 pm to 7:00 am.

Agency and Program Background
Project Hope Boston works in partnership with families so they can move up and out of poverty. We do this by being a catalyst for change in the lives of families and in the systems that keep them poor; developing and providing family support solutions for homelessness and poverty; and advocating for just public policies that strengthen families.

Located in Boston’s Dudley Street neighborhood, Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, today Project Hope offers an array of services to assist families – especially low-income single mothers – in gaining the resources and skills to overcome their impoverished circumstances.

In 2006, Project Hope opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, the original site remains home to the family shelter.
Responsibilities

- Provide a constant presence to families residing in the Shelter and ensure all needs are met during the shift.
- Interact with residents throughout the shift, check in with the families and monitor the Shelter space at regular intervals. (This requires leaving the front office on a regular basis and not waiting for families to come and make requests.)
- Ensure that rooms are ready for families entering Shelter.
- Ensure that all residents are abiding by shelter rules and enforce the rules if violated.
- Mediate conflict between residents as required, taking preventative actions if possible.
- Oversee the upkeep of the house, making sure that residents complete their chores and that the shelter is clean and orderly.
- Prepare care packages for families exiting Shelter.
- Monitor the safety of the building, including checking doors and windows and turning the alarm on and off.
- Ensure that all areas of the Shelter are adequately stocked for families, including the kitchen and the bathroom.
- Conduct inventory of supplies and stock supplies when purchased.
- Complete the checklist of responsibilities specific to the shift.
- Monitor and keep track of families always entering and exiting the Shelter.
- Answer the phone and front door. Greet visitors and callers in a courteous and professional manner.
- Ensure all front office procedures are properly implemented and followed, including the use of keys, the housing phone, the donation book, etc.
- Maintain an accurate log of the activities in the house.
- Respond to crises, with back-up from the Shelter Director and/or the Shelter Operations Manager as needed.
- Arrive in time to receive an update from the House Manager on the previous shift and allow for time to provide an update to the next House Manager coming on duty after the shift.
- Maintain all binders and forms necessary for shelter operations including but not limited to emergency forms, sign ins/outs, and incident reporting.
- Attend ongoing training, monthly house managers meetings, all-staff meetings and other meetings and events as required
- Check all doors periodically for safety
- Support mothers with their children, if need be, for a 15-minute grace period or as needed
- Do a walk through before the end of shift to make sure all areas are clean, neat and organized
- When addressing clients remember to use a tone that is respectful
- Avoid personal phone conversations and social media
- Other duties as assigned.

Position Requirements

- High school diploma, GED or equivalent or 5 years’ experience in the human services field.
- Understanding of the needs of homeless families.
- Ability to relate well with people, including good communication skills and the ability to set limits in a fair and supportive way.

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• Flexibility and ability to think quickly and respond to crises.
• Ability to maintain a clean and orderly house.
• Training in CPR and First Aid.
• Bilingual in Spanish and English (preferred)