



## JOB OPENING

Posted On: Monday, January 10, 2022

## House Manager

### Position Summary

Garland Oaks, a ministry of Street Hope TN, seeks to hire a House Manager who will be responsible for ensuring the smooth day-to-day functioning of Garland Oaks.

This position will model healthy and loving relational boundaries in a home environment where residents have the space to grieve their past trauma, heal from their brokenness and learn successful life skills. The House Manager will model a high level of discernment, integrity, hospitality, time management and a life dedicated to serving others.

*Please Note: This is a high workload with on call responsibility position. Candidates must be up to working hard, being committed, and focusing on teamwork and leadership.*

*This position is scheduled for 8:00am - 2:00pm, Monday-Friday.*

**Start Date:** Spring 2022

**Hours:** Full Time / Exempt

**Location:**

Blount County (undisclosed location)

**Organizational Relationships:**

Director of Restoration Services

**Education:** High School diploma or equivalent

### Principle Duties

#### Facility

- Act as an ambassador of the safe home at all times
- Maintain the quality, consistency, and integrity of the program
- Maintain and ensure proper organization in each area of the home
- Ensures a pleasant home life environment in all outlets by collaborating with other staff members to meet hospitality goals
- Maintain and ensure home is always meeting best practices of a trauma-informed facility
- Assists in maintaining a clean, safe, and orderly environment by conducting walk-throughs, promptly reporting security or maintenance issues, and carrying out cleaning duties as needed
- Ensures all household bulk items are available, oversee inventory lists, and all purchases or donations related
- Ensures that supplies related to personal care (gloves, wipes, paper products, sanitizers, soap, toiletries, cleaning supplies, etc.) are stocked and in the proper location
- Ensures the medication cabinet is organized, clean and properly stored according to policy.
- Ensures that all expired and discontinued medications are properly disposed of



## House Manager

- Is responsible for assessing needed home repairs and requesting maintenance and repairs from Facilities team
- Coordinate and lead Facilities team, Lawn Care team, Cleaning team and Hospitality team
- Responsible for overseeing the preparations of bedrooms and supplies when new residents are moving into Garland Oaks.
- Keep the Garland Oaks van in good running condition, practice preventative maintenance, and schedule needed repairs
- Serve as a liaison between Garland Oaks and technology providers
- Keep Operational and Account Manual up to date

### **Program + Direct Care of Residents**

- Establish and maintain a workplace culture where residents and staff can flourish
- Foster a spirit of teamwork and unity among staff
- Assist with morning routine including, but not limited to, breakfast, self-administered medication distribution, and helping residents start school on time
- Will oversee the facilitation of healthy meal planning with staff and residents throughout the week (based on resident's dietary needs), will shop for ingredients needed for planned meals, and in the preparation of meals as indicated by the resident's skill level and treatment plan.
- Development of menus in accordance with acceptable nutritional standards.
- Oversight of the food budget and purchasing of food/other necessary supplies under the established budget.
- Oversee meal preparation for morning snack, lunch and afternoon snack
- Work closely with Staff Support Team to plan and execute monthly staff luncheons
- Coordinate and execute birthday celebrations for each resident
- Coordinate and execute holiday celebrations and other special events at Garland Oaks including, but not limited to Spirit Week, Olympics, Friday night fellowships, etc.
- Ensure that each child is properly fitted for shoes and clothing
- Assist with resident banking. Such as, to cash allowance checks, distributing resident funds and collecting/submitted receipts.
- Assist with Garland Oaks therapy dog as needed
- Maintain and model appropriate professional boundaries and confidentiality
- Work with other staff members to provide structure and consistency

### **Administrative**

- Coordinate and oversee program calendar for all staff
- Assist with the planning and scheduling of weekly recreational activities for residents out in the community, assisting with outings as needed.
- Conduct monthly emergency drills and maintain documentation

## House Manager

- Operate the program within the budget approved by the Board
- Help to maintain adequate records on the administrative and fiscal operating of the program
- Assist staff with ordering supplies as needed for various projects and activities
- Maintain timely and effective communication with all staff and supervisors
- Attend staff meetings
- Work with leadership to develop mission driven program enhancements that support the Programs growth and/or sustainability.
- Obtain food safety certification and train other staff as needed (certification paid for by Garland Oaks)
- In coordination with House Mother, assign night staff tasks lists
- Maintain all therapy animal certification policies and paperwork
- Oversee and updated online registry as needed
- Running errands for Garland Oaks as needed
- Answer phones, and assist staff, residents and volunteers with any logistical concerns and issues.

### **Supervision to Residents - as needed**

- Help maintain the structure at Garland Oaks by assisting residents through a pre-planned daily schedule
- Closely provides direct and continuous supervision of Garland Oaks residents in accordance with policy and procedure that promote a safe, secure, and nurturing environment for residents and staff
- Supervises structured and leisure activities of the residents, including preparing residents for various group and individual activities, such as group therapy, fitness, chores, IL classes and electives
- Supervises and provides instruction of all daily activities (e.g; bathing/showering, personal hygiene, etc,) to maintain physical cleanliness and hygienic conditions of home
- Administers behavior management programs
- Monitors residents for changes in behavior that may indicate potential crisis situations in accordance with facility guidelines and alerts other staff as appropriate
- Intervenes, when necessary, in crisis situations in accordance with policy and procedure guidelines. Submits information to Shift supervisor/Team Leaders on the more serious disciplinary actions and in accordance with facility policy/procedures
- Reports all observances of unusual behaviors or resident's physical and mental health to Shift supervisor/Team Leader

## House Manager

### Compliance Responsibilities

- Comply with all State and national Standards of Accreditation and Certification
- Prepare for and participate in all reviews, audits, and surveys of the agency
- Ensure all activities within the agency conducted within the guidelines and regulation of Federal HIPAA requirements

### Education, Experience, Other Qualifications:

#### A. Education

- Highschool diploma or equivalent, bachelors preferred
- Knowledge of the Department of Children's Services policies and procedures, at an intermediate level, used daily in the work environment

#### B. Experience

- 3 years Administrative/Management experience
- Experience working with youth with emotional and behavioral challenges.
- Experience in crisis prevention, intervention, and conflict resolution skills.

#### C. Skills

- Proven multi-tasker
- Ability to maintain and document numerous details on multiple on-going projects
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Excellent organizational skills and ability to work under pressure
- Flexible with scheduling according to program needs
- Culturally sensitive in the work environment

## House Manager

- Demonstrate warmth and empathy when working with children and families
  - Demonstrate critical thinking, at an intermediate level, in the work environment
  - Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and other related technologies and programs
- D. Spiritual
- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ
  - Growing spiritual life, with the desire to bring honor and glory to the Lord at Garland Oaks as well as outside the home
  - Agreement with and adherence to our Statement of Faith (The Lausanne Covenant)
- E. Other
- An understanding and aptitude for the operation of a 24 hour, 7-day a week program
  - Be capable of picking up at least 25 lbs. and climbing stairs
  - Must meet criminal background check requirements
  - Must maintain employment eligibility status
  - Provide Garland Oaks with all appropriate background and clearance documents as required by state and federal laws
  - Once hired, successfully complete the prescribed courses of training
- F. Travel
- Must possess a valid Tennessee driver's license

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.