

Safe House Manager

Full-Time

The House Manager for the LifeWay Network Safe House will be a key member of staff to provide a safe haven for women survivors of human trafficking. LifeWay Network provides safe housing for women who have escaped or have been rescued from a trafficking situation and need to be provided a safe and nurturing living situation where they can heal while receiving the services needed to enhance their growth. The House Manager will be responsible for the overall care and management of the house and will collaborate with other team members to ensure that the needs of the residents are met and that a supportive and nurturing environment which supports growth and healing is provided.

Job Duties

1. Welcome new guests to the home, orient them to the household and help them to adjust to the daily routine of the community.
2. Participate in and lead the creation of a warm, welcoming home environment.
3. Serve as the primary point of contact for the guests during the work day, coordinating daily schedules, and addressing areas of concern as they arise.
4. Oversee daily routines and general maintenance of the home, including the organization of shared community cleaning and work schedules.
5. Provide information/clarification around policies and procedures to the house community, and respond to requests for supplies, special food orders, and repairs.
6. Support the implementation of individual service plans as outlined by the team's case management and social service roles.
7. Purchase supplies and equipment for the house.
8. Ensure that regulatory standards are met by leading trainings and drills on fire procedures and emergency disaster plans.
9. Maintain daily logs of significant household events, issues and critical incidents.
10. Serve as on-call point of contact for emergency situations after hours and on holidays.
11. Maintain administrative and financial records for the house including daily census logs, critical incident response forms, petty cash reconciliations, credit card reconciliations, monthly fiscal reports, and expense tracking.
12. Participate in regular safe house staff meetings and service planning sessions.
13. Coordinate special events and activities for the house as required, and support the execution of larger organizational events.
14. Serve as the point of contact for house activities, updates and success, providing written narratives and stories to the Communications and Marketing team on a weekly basis.

Qualifications

1. Bachelor's degree in human services or related field preferred.
2. Prior experience in shelter/residence management preferred.
3. Thorough understanding of confidentiality and privacy procedures as they relate to a residential facility.
4. Strong computer skills, and comfort with web-based applications and Microsoft Office Suite.
5. Demonstrated ability to be a self-starter and work independently in a remote environment as well as within a larger team.
6. Excellent written and verbal communication skills, and listening skills.
7. Demonstrated success with rapport-building in new communities, and ongoing relationship management.
8. Heart, humor and a commitment to the LifeWay Network mission.
9. Availability to work several weekend days or evenings a year as required for special events and activities.
10. Must have valid NYS driver license.
11. Bilingual English/Spanish preferred.

To apply, please email your cover letter and resume to humanresources@lifewaynetwork.org.