MANHEIM COMMUNITY LIFE GROUP

HOUSE MANAGER

Live-In | On-Site
Reports to: Programs Director

POSITION SUMMARY

The House Manager provides a consistent, relational presence at Home on Ferdinand and helps maintain a safe, welcoming environment for resident women and children. This live-in position supports evening and weekend residential life, reinforces house expectations, and responds to immediate resident and household concerns.

RESIDENTIAL PRESENCE & RELATIONSHIPS

- Maintain an approachable presence during evening and weekend coverage.
- Build respectful relationships with residents while maintaining professional boundaries.
- Encourage personal responsibility, healthy relationships, and respectful community living.

HOUSE EXPECTATIONS & DAILY ROUTINES

- Reinforce house rules, curfew, expectations, and routines.
- Oversee resident chores, cleanliness, and care of shared spaces.
- Address minor conflicts and house-rule violations consistently and respectfully.
- Help facilitate house meetings about expectations and shared responsibilities.

SAFETY & IMMEDIATE RESPONSE

- Respond to resident, household, and safety concerns during scheduled coverage, on-site or on call.
- Follow emergency and crisis-response procedures and contact emergency services when necessary.
- Promptly report significant incidents to the Programs Director.

HOUSEHOLD OPERATIONS & TEAM COMMUNICATION

- Monitor the home’s condition and report maintenance, repair, safety, and supply needs to the Programs Director.
- Address routine household issues and help keep common areas safe, organized, and welcoming.
- Keep the Programs Director informed of resident concerns, recurring issues, and needs requiring follow-up.
- Collaborate with the Residential Coordinator on resident needs while maintaining clear boundaries between house operations and case management.
- Participate in staff communication and organization-wide initiatives as appropriate.

HOUSE MANAGER

QUALIFICATIONS & CHARACTERISTICS

- Compassionate and able to build trust while maintaining healthy boundaries.
- Strong interpersonal and communication skills.
- Sound judgment and a calm response to conflict, emergencies, and challenging situations.
- Ability to balance resident encouragement and accountability.
- Dependability, consistency, and discretion with confidential information.
- Comfort living and working in a shared residential environment.
- Ability to collaborate with the Programs Director, Residential Coordinator, and other MCLG staff.
- Commitment to the mission and purpose of Manheim Community Life Group.

SCHEDULE & POSITION REQUIREMENTS

- Live at Home on Ferdinand, with private living accommodations provided.
- Provide residential coverage on weekday evenings beginning at 5:00 p.m. and on weekends.
- When away during scheduled coverage, remain on call by phone and available to respond as appropriate.
- Scheduled time off and non-coverage periods will be established to allow personal time outside the home.
- Attendance at organization-wide events is highly encouraged but not required.

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this job description and understand my responsibilities and expectations. This description outlines the general nature and level of work and may be revised as MCLG's needs evolve.

Employee Name: _____

Employee Signature: _____ Date: _____

Supervisor Name and Title: _____

Supervisor Signature: _____ Date: _____