

Family Promise of Western New York (FPWNY) House Manager

Job Title: House Manager

Status: Full Time, Exempt

Reports to: Executive Director

FPWNY is an emergency shelter for families experiencing homelessness in our community. The House Manager is the primary evening support for the program, managing the needs and expectations of guests and ensuring the overall orderliness and functionality of the building. Job responsibilities include:

- Serves as the contact person for guests in the evenings. Is visible and available to guests and must be able to hear the doorbell and respond to guest needs via the FPWNY House Cell Phone
- Works with volunteers to facilitate dinners and with guests to ensure clean up and closing of kitchen
- Closes down the program in the evening, including maintaining curfew, lights out, locking of the building and setting the alarm
- Facilitates weekly House Meetings to review guidelines and manage any guest concerns
- Schedules and performs weekly guest room checks together with another staff member
- Manages crisis situations by following FPWNY Policies and Procedures
- Communicates with the team via daily Shift Reports, Alerts and Warning Notices for house guideline violations as applicable
- Strives to create a safe, comfortable and trauma-informed environment for our guests
- Documents guests' new apartment wish lists and furniture needs
- Monitors essential supplies in the building and collaborates with staff to restock low supplies
- Oversees essential housekeeping in the building, including trash/recycling, house laundry, refrigerator/freezer clean-out and the organization of the storage room
- Oversees Housekeeping and Resident Assistant staff in setting up guest rooms within 24 hours of a family leaving shelter
- Orients new families to the building, including touring new guests within 24 hours of their arrival to review guidelines and protocols
- Collaborates with staff to run monthly fire drills
- Maintains a standing supervision meeting with the Executive Director
- Functions as an on-call support, responding to emergency calls from the House Manager or filling in for RA shifts as needed. Coordinates with team to ensure 24/7 coverage of building.
- Attends staff meetings and trainings as assigned and keeps necessary certifications current
- Completes other duties as assigned

Skills and other Qualifications

- Ability to develop strong relationships of trust and rapport with guests
- Ability to represent the program positively to volunteers
- Strong organizational skills to keep shelter clean and comfortable
- Excellent communication skills for collaborating with team
- Good ethical decisions, including displaying behavior appropriate to a mentor who works in close contact with children
- Flexibility with general shift coverage, including weekends, overnights and holidays. Functions as a support to the team by helping to fill gaps in service
- Background checks required

Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Ability to work in an alcohol and drug free environment.

Hours: Monday-Friday, 3:00pm-11:00pm, flexibility required

Compensation: \$30,000 annually

To Apply: Please visit our website at www.fpwny.org/jobs