



## House Manager HSMGR

**Department:** Residential Services

**Date Most Recent Update:** October 1, 2018

**GENERAL DESCRIPTION OF POSITION:** Under the general supervision of the Director of Residential Services is responsible for the operation of a residential home. The House Manager is part of the direct care ratio working with staff to provide care to the individuals served; and is responsible for ensuring that people with intellectual disabilities are able to access quality services in an efficient and cost effective manner. The House Manager is responsible for the supervision of direct care staff working within their assigned residence.

### **PRIMARY JOB FUNCTION(S):**

1. Supervises the day to day operation of the home in a manner that complies with regulations and Agency standards.
2. Provides supervision and training to people with intellectual disabilities in order to promote growth toward his/her highest potential.
3. Supervises the Lead Staff and Direct Support Professionals working within their assigned residence and ensures accountability. In collaboration with the Division Manager is responsible for any disciplinary actions for all reporting staff including the issuance of verbal and written warnings. Recommendations are made to the Division Manager for performance improvement plans, suspensions and terminations.
4. Provides weekly checks of all service and medication books; reports errors/omissions promptly to the Division Manager and completes audit forms as required.
5. Maintains the highest level of professionalism and is responsible for being the role model for staff; maintaining a positive approach at all times.
6. Coordinates and participates in direct support staff training by orienting new staff, arranging for staff to attend training sessions, and supporting ongoing staff development.
7. Ensures fiscal responsibility and management by supporting individuals with banking; managing, and implementing household budgets, including but not limited to, petty cash, food orders and the individual's funds.
8. Insures that incident and seizure reports, activity calendars, weight charts, fire drills, outgoing mail, supply requests, inventories, etc. are accurate and submitted within established timeframes.
9. Completes employee performance evaluations in a timely manner.
10. Participates in the IP planning process.
11. Ensures quality leisure activities are planned and carried out.
12. Maintains the residential home and assigned vehicle(s) to ensure cleanliness, organization and safety and takes corrective action when necessary.
13. Takes necessary action in emergency situations in accordance with agency policies and reports such incidents to appropriate personnel per Agency policy and procedure.



14. Transports persons served to medical appointments, adjunct therapies, and other activities.
15. Communicates with families and other external personnel.
16. Communicates with the delegating nurse to coordinate medical services and ensure completion of medical services.
17. Responsible for household shopping duties and monitors to ensure necessary supplies are available in the home.
18. Obtains and maintains updated emergency contact information and regulatory information in the homes.
19. Monitors the medication supplies, administration of medications, reordering process, and the implementation of new/changed orders, documentation of administration, and documentation and reporting of problems and errors promptly.
20. Ensures the completion of fire drills, routine water temperature checks and safety committee reports as scheduled. Reviews and takes any corrective action needed and submits these reports each month.
21. Reports vehicle problems, follows up on weekly vehicle reports and actions, arranges the drop off and pick up of vehicles for maintenance and repairs.
22. Establishes accountability practices for petty cash and individual funds to ensure proper use, submits receipts timely on the designated forms and reports problems or irregularities.
23. Initiates and follows up on maintenance requests utilizing established procedures for submitting and notifying emergency maintenance after hours.
24. Responsible for maintaining program files.
25. Attends and conducts monthly house meetings.
26. Uses technology for the completion of specified job duties.
27. Attends work regularly according to assigned work schedule and in accordance with Agency policy.
28. Attends and participates in in-service training, staff meetings and other activities to facilitate professional development.
29. Responds timely to internal and external customers to ensure service excellence.
30. Works cooperatively with others including all staff, supervisors, administrators, co-workers, individuals served, community professionals, customers, vendors and the public.
31. Assumes other duties, responsibilities and special projects as assigned.

#### **REQUIREMENTS:**

**EDUCATION:** As associates or bachelor's degree from an accredited school in a human services field is preferred. High school diploma or its equivalent is required.

**EXPERIENCE:** At minimum, two years' experience working with persons who have a developmental disability in a group residence and experience in a management or supervisory position. Must have a valid drivers license and an acceptable driving record as determined by criteria established by the Agency's insurance carrier and by Agency policy. Must be able to lift 50 pounds.



**NOTE:** At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.

**I have read the job description detailed above and accept the responsibilities therein.**

**EMPLOYEE [print]:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_