

Title: House Manager

Primary Role: Provide for the safety and security of all residents and visitors. Receive all callers, residents, and visitors via telephone or on-site through security gate and buzzer-activated front door.

Position Status: Full-time/Part-time

Reports to: Women's Services Coordinator

Primary Duties:

- *Control and maintain security gate and entrance to the grounds and building.
- *Provide customer service to residents and visitors, following Coburn Place policies and guidelines.
- *Keep resident list and all resident information and activities confidential.
- *Be alert to traffic inside and outside of the building by watching the security camera monitors.
- *Maintain an accurate log of activities and incidences during shift.
- *Work together with program and administrative staff and volunteers to support the residents.
- *Assist with clerical duties when appropriate.
- *Maintain a professional relationship with residents. Refrain from offering advice and developing inappropriate boundary-breaking relationships.

General Duties:

- *Participate in general staff meetings when possible.
- *Provide back-up to co-workers when needed.
- *Respond to health, security and facility emergencies as needed.

Skills and Attributes:

- *Customer service oriented
- *Ability to work with minimal supervision and use common sense in decision-making
- *Ability to recognize where assistance may be required to complete tasks and formulate creative solutions
- *Dependability and punctuality

All employees are expected to assume responsibility for special assignments that fulfill the mission of Coburn Place Safe Haven. *The mission of Coburn Place is to provide safe, affordable housing and supportive services to women and children who are homeless because of leaving abusive situations.*

6/05