JOB DESCRIPTION

TGNC House Manager
$26.92/32 hours per week
Swing shift

OurTransHomeSF

OurTransHomeSF is a program that provides housing assistance and stabilization support for unhoused and marginally housed trans and gender non-conforming (TGNC) individuals through short-term independent living housing (the Bobbi Jean Baker House), housing navigation services, and a rental subsidy program. The Housing Navigator primarily supports the housing navigation services and rental subsidy program while the Case Manager primarily supports the Bobbi Jean Baker House.

OurTransHomeSF House Manager

The OurTransHomeSF (OTH) House Manager is responsible for providing a warm, welcoming, and emotionally supportive environment while ensuring the safety of the residents housed at the Bobbi Jean Baker House. The OurTransHomeSF House Managers reside in the house (one on each floor). The House Manager’s primary duties include monitoring the property, ensuring cleanliness and functionality of facilities, appliances and furniture and submitting maintenance requests when needed, performing wellness checks to ensure client safety and completing incident reports when needed, and ensuring the OTH rules and responsibilities are upheld. A report should be written after each shift documenting any issues that arise. This position is office and field based. The goal will be to monitor and ensure the safety and wellness of all Bobbi Jean Baker House residents.

Duties and Responsibilities
- Provide a warm, welcoming, and emotionally supportive environment for all residents of the Bobbi Jean Baker House.
- Respond to all resident requests and questions in a professional and courteous manner.
- Inspect the interior (resident rooms, bathrooms, showers, laundry area and community rooms) and exterior facilities of the building on a regularly-assigned schedule to maintain security, program compliance, and a clean, functional, and safe environment.
- Submit maintenance requests to the OTH Case Manager or Director regarding failed equipment, appliances, furniture and house repairs in a timely manner.
- Ensure an active list of emergency contacts is up to date and posted by the front door.
- Ensure up-to-date house rules & responsibilities manual is easily accessible to all residents.
- Maintain the OTH visiting and nightly pass log according to procedure.
- Maintain a secure storage room or safe and keep inventory of contents. Oversee sign-in/sign-out procedure of contents.
- Perform all duties within the parameters of the OTH Policy and Procedures.
- Orient all residents to program rules and responsibilities of the house.
- Ensure residents comply with the rules and responsibilities of the house in a fair and equitable manner for all residents.
- Ensure any violations of rules and responsibilities are documented and submitted to the OTH Case Manager or Director for collaborative accountability planning.
- Engage in regular meetings with OTH Case Manager for collaborative support and care planning.
- Maintain OTH records in an accurate, complete and legible manner.
- Answer the door, phones, take messages, and attend to requests for information in a professional manner according to the OTH policies and procedures.
- Provide de-escalation interventions and conflict-resolution mediation between residents as conflict arises.
- Immediately reporting any urgent problems to the Director or Case Manager in accordance with OTH policies and procedures.
- With direction from the Director or Case Manager, manage on site emergencies or crises.
- Provide crisis intervention taking direction from Director and Case Manager.
- Collaborate with the other House Manager and Case Manager to create a shift schedule (eg. Case Manager 9-6; House Managers nights/weekend, etc).
- Engage in the daily Shift Change briefings and reports to communicate all issues and concerns to staff coming on the next shift.
- Maintaining a clean and healthy environment for residents including the stripping of beds, clearing of closets and drawers, and sleeping areas as assigned once residents transition out of the house in preparation for new residents.
- Report any health hazards, such as beg bugs, mold, etc. to the Director or Case Manager.
- At the end of every shift, ensure shift report paperwork is complete and workspace is cleaned and organized.
- Encouraging residents to engage in care plans, groups, activities, and services.
- Attend and participate in house meetings, accountability processes, facilitate groups, workshops, and client meetings as needed.
- Assist with or refer residents to the Director or Case Manager for grievances.
- Participate in all applicable staff trainings and staff meetings.
- Perform all household cleaning requirements or supervise its accomplishment: assist in maintaining the cleanliness of facilities including light janitorial tasks, trash removal, assist in
cleaning spills, eating areas and restrooms. Work with residents to create a rotating chore schedule and cleaning log to supervise its accomplishment.

- Develop shopping lists for all household requirements within budget parameters.
- Assure all routine household food and supplies are always on hand and assist in the purchase of food and supplies for communal use within budget parameters.
- Keep running records of all household expenses and submit expenses report to the Director.
- Other related duties and responsibilities to support the work of St James Infirmary as assigned.

Skills and Qualifications

- Experience working in a transitional or independent living housing program with a full understanding of programmatic and administrative needs.
- Highly self-motivated and self-directed.
- Strong motivational interviewing skills.
- Strong de-escalation and crisis intervention skills and experience.
- Passion for ending homelessness experienced by TGNC communities.
- Strong TGNC advocacy skills.
- Ability to maintain a non-judgmental attitude and a display of unconditional positive regard when working with TGNC persons experiencing homelessness.
- Experience in or detailed knowledge of the sex industry and occupational health and safety issues affecting/impacting Sex Workers and TGNC individuals.
- Possess an understanding of harm reduction, trauma-informed care principles and programming.
- Commitment to cultural humility and experience working with people of different racial and ethnic backgrounds, genders identities, sexual orientations, people who use substances, including injection drugs, those experiencing homelessness, people with mental health challenges, people with disabilities, and people living with HIV/AIDS and/or Hepatitis C.
- Ability to have a “whatever it takes” attitude when working with individuals facing barriers.
- Commitment to SJI & OTH mission and values, ability to provide outstanding leadership and work cooperatively with colleagues and community members with the highest degree of integrity.
- Ability to work collaboratively in a team and independently.
- Ability to work in a field-based position with flexible hours.
- Creative problem-solving and decision-making skills.
- Excellent written, verbal, and interpersonal communication skills.
- Highly organized and strong attention to detail.
- Ability to thrive and multitask in a fast-paced environment.
- Capable of protecting sensitive information in a confidential manner.
- Microsoft Office, Web/Internet, Social Media, and general computer literacy.
- Bilingual English/Spanish strongly preferred.

I agree to adhere to the above outlined activities, and to always represent St. James Infirmary with the highest professional standards. I understand that it is my responsibility to inform my supervisor in advance if I am unable to make any of my designated shifts or perform any of the above outlined activities. I also understand that it is my responsibility to access on-site and/or off-site stress reduction support services in the event that I have difficulties completing the above outlined activities; I understand that I can obtain information about
outside referrals for stress reduction support services from my supervisor, and that confidentiality will always be upheld. I understand that I am an “at will employee” and that if I do not comply with any of the above outlined requirements for my position, that my employment with St. James Infirmary may be terminated immediately.