 **JOB DESCRIPTION**

**Job Title:** House Manager **Department:** Operations **Location:** 1331 S. Jefferson Ave.

**Reports To:** Executive Director  **Salary Grade:** Exempt **Date:** February 2021

**Full Time** X\_ **Part Time**\_\_\_ **Seasonal / Temporary** \_\_\_

**Summary of Position:**

The House Manager interacts with all levels of staff and reports directly to the Executive Director. The House Manager coordinates with the Rescue Mission Pastor on a regular basis. This person must be able to see the Mission’s vision, be flexible in their approach to their workload, while prioritizing projects and tasks as they arise. The ideal House Manager is called to serve as an ambassador of Jesus Christ and committed to using their God-given gifts and talents to serve those seeking assistance from Cookeville Rescue Mission. This person must maintain strict confidentiality and demonstrate honesty, trustworthiness, integrity and a willingness to share information. The House Manager must be available for ministry needs and emergencies that may, at times, take place after scheduled work shift.

**Duties and Responsibilities in consultation with the Executive Director:**

* Manage shelter activities/events
* Supervise up to 10 staff
* Procure and manage necessary supplies, including in-kind donations in consultation with the Facilities Manager
* Serve as the Welcome Center Director
* Keep client records and statistical data accurate and current
* Work with volunteers, church, and community groups
* Supervise shelter managers (Men’s Dorm, Jefferson Center, Family Lodge)
* Coordinate responsibilities of the Welcome Center with Program Residents
* Provide training to staff
* Conduct in-takes and give oversight to in-take process
* Meet with clients who have violated policy, consult with the Pastor, and recommend disciplinary action to the Executive Director
* Coordinate facility needs with Facility Manager
* Coordinate program classes and attendance with CRM Pastor
* Pray with, counsel, and advise clients in a cooperative approach with CRM Pastor
* Responsible for oversight of Men’s Dorm
* Responsible for oversight of Men’s Program Housing section
* Responsible for oversight of Jefferson Center operations
* Supervise Residents that have work assignments for Guest Services (Guest Services is defined as, ‘The expression of the Cookeville Rescue Mission services and hospitality to all who visit CRM).
* Develop, maintain and oversee the Guest Services ministry, including encouraging spiritual and professional development of staff and residents
* Administer and coordinate drug and alcohol tests
* Collaborate with all staff to implement CRM rules and procedures to advance the mission and vision of CRM
* Promote clear and accurate communication among staff and clients
* Secure all prescribed medications and provide clients access to medications, and monitor in accordance with CRM policies and procedures
* Document incidents and write-ups accurately and in a timely manner and advise the Pastor and Executive Director promptly
* Oversee the regular dorm checks and supervision of clients’ (Guests and Residents) belongings according to CRM policies
* Maintain weekly and monthly client assignments and schedules
* Share the gospel of Jesus Christ liberally and communicate client responses with staff
* Oversee safety and security procedures
* Participate in all staff meetings
* Participate in weekly meetings with CRM Executive Director