

**Title:** House Manager

**Position Type:** Salaried Position

**Responsible To:** Individuals Supported/Owner/Director/ Degreed Professional Manager

**General Description of Duties and Responsibilities:** House Manager is responsible for creating and maintaining a safe, supportive, and therapeutic environment in the **home to foster growth in the individual's home**. The House Manager's main role is to provide modeling, support, and supervision for Direct Care Staff working in the home to ensure they provide appropriate **services** focusing on the unique needs of each individual served, with support of the Assistant House Manager, if applicable. The House Manager **will be expected to be available on-call and responsive and to serve as** Direct Care Staff when needed. **The House Manager will have to work 45 or more hours in the home before overtime will be approved. The House Manager will be familiar** with the unique needs of each individual supported, ensuring that Direct Care Staff are effectively meeting those needs, and notifying **DPM/Director/Owner** of any concerns regarding abilities to do so in a timely manner.

### Duties:

1. Ensure that all staff are trained and comfortable in their roles (direct care, documentation, etc.), and to ensure the health and safety of each individual at all times. Problem solving and providing support when needed for staff and individuals served, training staff on individual's ISP goals/objectives and ensuring follow through working on said goals/objectives for each individual.
2. Work with Director/Degreed Professional Manager (DPM) to write goals/objectives as needed and track daily progress.
3. Attend appointments as needed with individuals, staying familiar with needs and follow up timelines, ensure they are scheduled within timeline needed, ensure coverage, delegating to assistant manager/ lead staff as needed and ensuring completion.
4. Submit doctor's orders for any medication changes to designated Administrative team member within required time frame for all individuals on caseload or inform that there are no changes, ensure all homes have MAR for each individual supported by the first of each month to ensure appropriate documentation.
5. Work with Director/DPM on NAFs requests, gathering information needed for NAFs requests as asked.
6. Complete monthly/daily data collection, Census, individual books are up to date, and all monthly paperwork is completed.
7. Ensure that staff completes quality, daily documentation.
8. Track and order medications/medical supplies as needed and ensure individuals' needs are met, review MARs on regular basis and ensure accurateness and completeness and address any issues/additional training needed/medication errors.
9. Spend time with individuals served weekly and complete required documentation.
10. Work with DPM/HR/Director on hiring and training of new staff. Complete new employee checklist ensuring all needed documentation is on file and all needed training is complete.
11. Ensure that calendars of activities, outings, etc. are being made collectively by staff and individuals, coordinate/oversee use of the vehicle for these and appointments.
12. Report any DMH Reportable events to Director/DPM immediately and maintain regular communication with Director/DPM regarding individuals/home. Also report any problematic behaviors to Director immediately or within 24 hours.
13. Ensure completion of monthly safety checklist and drills as required by DMH.

14. Create and manage staff scheduling, manage time off requests, be primary contact for call-ins, shift trades, etc. and run overtime through approval of director/owners before approving (working with Director on scheduling).
15. Work with staff and Community RNs to ensure requirements for visits are met, review documentation, ensure any and all nursing delegations are completed in a timely manner, all requests made in monthly reviews are met in the following month.
16. Foster an environment of respect and individual empowerment in the home, providing support, and when needed, corrective action (working with director) to enable staff to provide excellent care on a day to day basis in the home.
17. **Be on call to Direct Care Staff/Guardians/DPM so that all supports needed for individuals' needs are met and be available in person if necessary.**
18. Assist with payroll by ensuring house staff collect and submit time sheets of hourly employees by deadline.
19. Complete other duties/tasks as asked by Owner/Director/DPM.

### Qualifications:

1. Ability to pass a Family Care Safety Registry screening.
2. Ability to show strong work ethic, accept supervision and constructive feedback, as well as provide supervision and feedback.
3. Reliability, punctuality, and flexibility in scheduling. The needs of the individuals being served must be met at all times.
4. Interpersonal skills to engage in appropriate interaction with individuals served, team, and people in the community and/or other agencies and entities.
5. Ability to lift over 50 lbs.
6. Valid driving license, obtain a Class E Driver's License, and the ability to drive a van.
7. Ability to complete all agency required training and certifications within 90 days of hire (CPR/First Aid certification, Level One Med Aid Certification, Abuse/Neglect training, etc.) as required by DMH.

Staff signature below indicates an understanding of the above duties, responsibilities, and qualifications and agreement to perform as expected.

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Printed Name

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Signature

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Date Signed