



## HOUSE MANAGER

### POSITION SUMMARY

The house manager is responsible for monitoring and supervising residents in our Ready to Work transitional housing program. This position requires flexibility and strong attention to detail, with coverage across a variety of shifts. Responsibilities include intervening in emotional and medical crises, maintaining a safe and supportive living environment, and offering consistent encouragement and guidance to residents. All Bridge House and Ready to Work staff are expected to foster a positive, client-centered culture.

### ABOUT US

**Ready to Work** is a program of Bridge House which ends homelessness one person at a time with a sidewalk-to-housing continuum of programming from low-barrier basic needs to its innovative Ready to Work program, Colorado's first work-first solution for adults experiencing homelessness that is sustainably changing lives through paid employment, housing, and case management with locations in Boulder, Aurora, and Englewood. Participants are employed by one of two social enterprises: outdoor crews or Community Table Kitchen Catering.

### BRIDGE HOUSE MISSION STATEMENT

Bridge House believes in, respects and empowers people who are experiencing homelessness. We connect them to employment and housing opportunities so they can realize and embrace their future.

**LEARN MORE:** [boulderbridgehouse.org/ready-to-work](https://boulderbridgehouse.org/ready-to-work) and follow our impact @bobridgehouse on Facebook and IG.

### RESPONSIBILITIES AND DUTIES

- Track sign in/out documentation to maintain accurate census.
- Conduct hourly rounds on all residents, keeping an accurate count of all residents in the building.
- Monitor building equipment for repairs and request outside service when necessary.
- Maintain inventory of building supplies and communicate with MHO on needed items.
- Monitor compliance with policies and procedures in the resident handbook.
- Coordinate action in response to medical and other emergencies.
- Provide crisis intervention for residents.
- Maintain and update client data.
- Provide input to the case management team on trainee performance.
- Monitor in-house janitorial crew based on daily checklist.
- Communicate with supervisors on outside work crew's schedules.
- Oversee meal set up and clean up with assistance for trainees.
- Promote and model the values and vision of Bridge House, in day-to-day work and in relationships with community partners and the public.
- Perform other duties, as assigned.

### QUALIFICATIONS AND SKILLS

Education: High school graduate or equivalent.

Experience: 6 months of human service experience or other relevant experience

Knowledge, Skills, and Abilities:

- Ability to work with little or no supervision.
- Desire to help homeless men and women transition to stability
- Working knowledge of issues relevant to homelessness and legally mandated clients.

- Excellent written and verbal communication skills.
- Knowledge of (or ability to learn) program policies and procedures.
- Ability to verbally de-escalate situations, or the willingness to learn verbal de-escalation techniques.
- Ability to work effectively with angry, argumentative, resistant, and possibly intoxicated clients in an understanding, consistent, and stable way.
- Must show excellent judgment regarding client-related issues, including confidentiality, legal, and emergency crisis situations.
- Physical assessment and intervention skills, including basic first aid training and CPR training.
- Culturally sensitive, with the ability to work effectively with clients from diverse populations.
- Ability to work well under stress.
- Possess solid organizational skills.
- Ability to coordinate multiple tasks and supervision of trainees assigned to in house crew.
- Ability to work well with coworkers and the public.
- Must have CPR certification (current or within three months of hiring).

### **COMPENSATION AND BENEFITS**

- This is a full time, in-person, essential, benefit-eligible position based in Englewood, CO., directly reporting to the Manager of Housing Operations
- Hourly rate dependent on experience, starting at \$18.75/hour
- Health insurance with dental and vision options
- 403b investment opportunity
- Sick, holiday, and floating holiday pay

### **TO APPLY**

Please email a cover letter and resume to: [jobsbhrtw.org](mailto:jobsbhrtw.org)

Immediate start date. Applications will be accepted until the position is filled.

### **NON DISCRIMINATION POLICY**

Bridge House is an Equal Opportunity Employer and is dedicated to the spirit of the intent of equal employment opportunity. We prohibit unlawful discrimination on the basis of age, race, color, gender, sexual orientation, national origin, religion, disability, genetic information, or any other applicable status protected by state or local law. This policy applies to all areas of employment and includes unlawful harassment based on any of these protected classes. Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. This policy applies to all employees, including managers, supervisors, co-workers, and non-employees such as clients, vendors, consultants, etc.