



Job Title: Residential Services and Facilities Manager

Job Status: Full-Time

Reports To: Director of Educational Programs and Client Services

Mission Statement: LifeHouse is a Christ-centered ministry ensuring life for unborn children by providing opportunities for housing, help, and hope for young women during their pregnancies and beyond.

Job Summary:

Oversee the LH residential community as it relates to safety, compliance, and adherence to policies/protocols dealing with vulnerable populations and child-safe policies. This position works to ensure high standards in the safety and security of the apartment community are met. In addition, this position is responsible for the weekly inspection of all units, the checks/protocols necessary to ensure a drug-free/substance free environment, the adherence to fire code/building standards, and the necessary background checks and approval process of all visitors to campus.

Qualifications:

- Committed Christian woman
- Graduate of an accredited school with a minimum of a bachelor's degree
- Minimum 7+ years' experience in housing, residential life, and/or safety/security for a residential community
- Demonstrates maturity, integrity, sound judgment and ability to collaborate well with others
- Must have excellent problem-solving and critical-thinking skills; the ability to analyze complex issues and effectively plan and organize work
- Possess excellent oral and written communication skills and experience in exercising sensitivity when interacting with and addressing the needs of a diverse community
- Ability to foster collaborative relationships with the LH staff
- Possess the ability to work well with LH women ensuring a safe, well-maintained residential community
- Has a working knowledge of Child Safe Policies other key compliance policies/practice that deal with vulnerable populations
- Knowledge of Trauma Competent Care and Trust Based Relationship Intervention

Responsibilities:

- Safeguards the LH Apartment Community by upholding and continually monitoring campus safety/security



- Serves as the first respondent to facilities related residential issues/emergencies, potential safety/security threats, etc.
- Oversees/schedules security officer (contract worker) for daily evening/early AM duty on property
- Debriefs weekly with security officer to discuss potential security threats and/or suspicious behavior
- Monitors LH Apartment Community security cameras
- Responsible for further developing/enforcing a campus safety/security plan for potential emergencies such as: *fire, weather-related events (flood, hurricane, tornado), campus lockdown/active shooter, and/or campus evacuation*
- Conduct random drug-testing for residents in addition to re-entry drug testing after approved time away from campus (24-48 hours), ensuring a drug-free/substance free environment
- Conduct background checks on all residents' day guests to campus; initial request submitted with a minimum of a 14-day lead time prior to potential day guest visit
- Work within Asana and Family Metrics (client database) to record client information regarding community compliance, apartment unit condition/apartment checks, background checks and pending guest approvals, etc.
- Responsible for the weekly inspection of all apartment units
- Oversees the apartment community/unit maintenance, scheduling contract workers for timely repairs, groundskeeping, etc.
- Provide a monthly report to the LH Program Director consisting of residents' compliance with community safeguards, rules and regulations
- Review LH Community Policies & Procedures with new residents prior to move-in
 - Review LH Orientation/Move-In Guidelines
 - Schedule new resident move-in dates
 - Conduct initial apartment walk through with new residents
 - Issue apartment keys, etc.
 - Coordinate with the RCM (Residential Case Manager) regarding resident initial needs prior to move-in; LH clothes closet and food pantry
- Schedule move-out date, review resident exit plan with LH women who are not continuing into the Family Life Program from Maternity Life
- Position requires evening and weekend availability (on call) for oversight of the LH residential community in the event of an emergency

Mental Requirements:

- Ability to cope with emotionally intense cases and practice self-care after experiencing vicarious trauma
- Ability to organize, analyze and process information related to the programs of LifeHouse and its mission



- Must possess excellent judgment, flexibility, and ability to set priorities and problem solve in a multi-task environment
- Must possess excellent verbal and written communication skills
- Must be able to synthesize information and come to quick conclusions

The above job description is intended to describe the general nature and level of work being performed by an employee in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of an employee assigned to this job.

Benefits and Compensation:

- Competitive compensation package, commensurate with experience and education
- Full Insurance coverage
- Paid Time Off commensurate with time worked at the organization