House Manager Job Description

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

Job Title: House Manager (Daytime Residential Care Host)

Location: Residential Campus

Department: Program

Job Status: Full-Time – Average of 40 hours per week

Reports To: Program Director

Supervises: Volunteers (day-to-day coordination, in partnership with the Volunteer Manager)

Job Summary

To provide a warm, trauma-informed daily presence within the residential community — anchoring the household's morning rhythm with an emphasis on client-facing time beginning at 8:00 AM, leading a team of volunteers who help meet resident needs, teaching and modeling practical life and home-maintenance skills, and maintaining the physical spaces that support a safe, welcoming home for LifeHouse residents.

Education

High school diploma or equivalent required. College coursework or relevant life experience in home management, hospitality, or social services preferred.

Skills & Experience

- Knowledge of and experience in practicing trauma-informed care, or willingness to be trained.
- A natural ability to build warm, trusting rapport with residents while maintaining appropriate professional boundaries.
- Patience and skill in teaching practical tasks step-by-step, without judgment.
- Basic home-maintenance aptitude (minor repairs, appliance troubleshooting) and willingness to learn more.
- Strong organizational skills and the ability to manage multiple ongoing tasks (facilities, scheduling, teaching) at once.

- Ability to work independently during morning hours with good judgment and sound decision-making.
- Ability to lead, train, and encourage a team of volunteers from diverse backgrounds.
- Ability to work with diverse individuals and people groups.
- Excellent verbal communication skills.
- Basic computer skills, for daily program logging.
- Valid driver's license with acceptable driving record and current liability insurance.
- Personal vehicle for occasional errands and vendor coordination.

Job Responsibilities

- Provide a warm, consistent presence in the residential community each morning beginning at 8:00 AM, opening the community space and greeting volunteers to set a welcoming tone for the day.
- Build and lead a team of volunteers to help meet resident needs, hosting volunteers each day and organizing their roles and assignments (e.g., hospitality, food pantry and clothes closet, community space), in coordination with the Volunteer Manager.
- Gather and give feedback: encourage and coach volunteers with constructive feedback, and share volunteer and resident observations with program staff and the Volunteer Manager to strengthen both the volunteer experience and resident care.
- Lead morning classes and topic-focus sessions on life skills and home organization, adapting pace and content to residents' needs.
- Coach and teach household skills through regular apartment walkthroughs, treating any gaps in cleanliness or upkeep as opportunities to teach rather than as inspections.
- Model and teach basic home-maintenance tasks (e.g., changing a lightbulb, replacing an air filter) hands-on with residents, building their confidence and independence for life after the program.
- Build and reinforce household standards through hands-on, collaborative skill-teaching in both individual residential units and shared community spaces.
- Submit and track facilities maintenance requests, and coordinate with outside vendors for AC, pest control, and other repairs.
- Manage apartment turnover between residents and coordinate new residents' move-in day.
- Maintain key inventory and manage building access.
- Order and restock household and community-space supplies.
- Coordinate van maintenance.
- Organize the food pantry and clothes closet with volunteer support, and manage incoming donation requests.
- Log daily minutes and topics spent with residents accurately and promptly, to support LifeHouse's TPCN grant compliance reporting.

*Other duties as assigned.

Equipment Used

Telephone, computer, basic hand tools, cleaning and maintenance equipment, vehicle, dolly.

Work Environment

Work takes place primarily on the residential campus. The position averages 40 hours per week, with an emphasis on client-facing activities during the morning hours beginning at 8:00 AM, Monday – Friday. Occasional evening, overnight, and weekend hours may be required to meet the needs of residents or the ministry. Business casual to casual attire is appropriate for hands-on facilities and teaching work.

Relations with Others

Frequent, direct daily contact with residents. Regular coordination with the Case Manager, Residential Care Host team, and Program Director, particularly around the morning handoff. Daily contact with volunteers, including hosting, organizing, training, and giving feedback, and regular coordination with the Volunteer Manager. Some contact with vendors and donors.

Physical Requirements

Ability to walk, stand, climb stairs, sit, bend, and stoop. Some carrying or lifting (up to 25 pounds) is required for facilities and supply tasks. Position requires ability to see, read, write, hear, and speak clearly in order to communicate with residents, staff, vendors, and visitors.

Mental Requirements

Ability to teach and model tasks patiently and without judgment, consistent with trauma-informed care practices. Ability to build rapport and trust with residents while maintaining appropriate boundaries. Must possess good judgment and sound decision-making ability, particularly during morning hours when senior program staff may not yet be on-site. Ability to organize, prioritize, and manage multiple ongoing responsibilities at once.

Other

Able to support the LifeHouse "Christ-Centered" mission statement and the ministry's core values through word and action.

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.