

POSITION: TLP Resident House Manager
REPORTS TO: Director of Housing Services
STATUS: Non-Exempt, Full-Time, 30-36 hours per week
COMPENSATION: DOE \$14 per hour; private room and board on-site
BENEFITS: Comprehensive Benefits Package, Paid Holidays, Sick, and Vacation
LOCATION: Sacramento, CA

JOB SUMMARY:

The Resident House Manager is responsible for all aspects of resident supervision in the Transitional Living Program for LGBTQ youth (18-24) victims of crime. This includes supervising resident activities, maintaining a safe and supportive atmosphere, ensuring residents adhere to programs rules, and complete their chores. The Resident House Manager lives on-site at the house with residents and will be provided with a private room.

This position reports to the Director of Housing Services and works in partnership with programming staff and stakeholders, as well as directly with community members, of diverse backgrounds. This position is a **live-in** position. The Resident House Manager is required to be in the home during work hours (with the exception of when providing transportation to program participants, grocery shopping, or attending to meetings and training). The working hours will be 6 days a week, in 5 to 6-hour blocks, generally from 5-10 p.m. with limited on-call status. This is a full-time, non-exempt position.

ESSENTIAL FUNCTIONS:

- Maintain a positive relationship with neighbors.
- Basic maintenance, organization & cleaning of facilities (including, but not limited to, laundry, dishes, sweeping/mopping, and supporting residents in maintaining clean living environment).
- Communicate with TLP Case Manager to support the cohesion of resident-supported services.
- Assist in the data collection of program use.
- Support meal planning and healthy eating with residents across a variety of dietary needs and grocery shopping, weekly, with residents in support of meal plans.
- Help residents work through conflict, both internally and with others living in the house.
- Assist youth with transportation, per agency policy and procedures.
- Participate in resident interviews.
- Ensure vacated rooms are cleaned and ready for new residents.
- Cofacilitate weekly house meetings including assisting in creating the agenda and taking notes.
- Support residents in working towards goals identified in their case plan, including job search, GED preparation, FAFSA completion, etc.
- Facilitate life skills workshops including: meal planning & preparation, household management, conflict resolution, positive & effective communication, roommate relations.
- Maintain the safety standards of the program.
- Serve as a representative of the organization in collaborative partner networks and at related community and Center events and activities.
- Other duties as assigned by the Director of Housing Services.

QUALIFICATIONS AND EXPERIENCE:

- Experience in or with systems of care (homelessness, foster care, juvenile justice, mental health, etc.)
- Strong judgment, professional/personal boundaries, discretion and problem-solving skills.
- Familiarity with and passion for LGBTQ+ issues and experience working with diverse populations modeling a client-centered approach.
- Ability to consistently set priorities, provide information effectively, and efficiently time and task manage.
- Excellent verbal and written communication skills, attention to detail, and interpersonal and presentation skills.
- Understanding of grant project management and data collection to ensure contract deliverables.
- Highly organized and able to work independently to manage multiple program components simultaneously and integrate with a larger team.
- Proficient working knowledge of Microsoft Office 365 including Outlook, Word, Excel, PowerPoint, OneDrive, client services databases, and social media tools.

REQUIREMENTS:

- Associate degree in sociology, social services, health, or other closely related field preferred and 2 years of work experience working with youth; or high school diploma and 4 years of directly related work experience may be substituted for formal education.
- Passion for the Center's mission and work to create a region where LGBTQ people thrive and a commitment to follow all policies and procedures of the organization.
- Valid driver's license and access to reliable automobile transportation with proof of valid insurance is required.
- Flexible availability to work evening and weekend hours as needed.
- Offer of employment may be contingent on satisfactory results of a criminal history background check.
- Flexibility of schedule, including evenings, weekends, and limited travel as necessary. When the Resident House Manager is unavailable during work/evening hours they must plan coverage, in advance, by coordinating with the Director of Housing Services.
- This position may be required to sit or stand for an extended period of time, maneuver tight storage space, move objects up to 20 pounds (specifically groceries or supplies), ascend/descend stairs to enter the facility, operate computer, copier, or other office equipment, open and close filing cabinets and boxes, observe visitors, and communicate messages via telephone.

ABOUT THE ORGANIZATION:

The Sacramento LGBT Community Center works to create a region where LGBTQ people thrive. We support the health and wellness of the most marginalized, advocate for equality and justice, and work to build a culturally rich LGBTQ+ community.

EQUAL OPPORTUNITY:

The Sacramento LGBT Community Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, non-binary, or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical

disability (including HIV or AIDS), medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.

TO APPLY:

Email a cover letter and resume as attachments to jobs@saccenter.org with the position title in the subject line; or submit a cover letter indicating the position you are applying for and application/resume to 1015 20th Street, Sacramento, CA 95811. For more information visit saccenter.org/careers. No phone calls please.

