



Residential House Manager

Position Title: House Manager

Reports To: Program Manager / Executive Director

Employment Type: Full-Time

Shift: 6:00 AM – 4:00 PM (Day) OR 4:00 PM – 11:00 PM (Evening), with rotating on-call responsibilities

Position Summary

The House Manager provides daily leadership, supervision, and operational oversight of assigned group homes (2–3 homes per manager). They ensure that residents receive safe, structured, and supportive care in line with program policies, licensing standards, and trauma-informed practices. The House Manager supervises Instructional Aides, coordinates with the Behavioral Specialist, and serves as the primary point of contact for crisis response and daily operations.

Key Responsibilities

Resident Care & Safety

- Ensure a safe, nurturing environment for all youth in assigned homes.
- Monitor staff-to-youth ratios and shift coverage to meet licensing and agency requirements.
- Oversee implementation of residents' daily routines, schedules, and behavior support plans.
- Respond to crises or escalations, providing direction to staff and support to residents.

Staff Supervision & Support

- Directly supervise Instructional Aides in assigned homes, including scheduling, shift coverage, and performance support.
- Provide coaching and feedback to aides on best practices for resident care.

- Serve as the on-site lead during assigned shift; act as liaison to Program Manager for escalated issues.
- Ensure staff documentation (incident reports, logs, progress notes) is accurate and submitted timely.

Program & Compliance

- Uphold agency policies, licensing regulations, and HIPAA/confidentiality standards.
- Maintain cleanliness, organization, and compliance in assigned homes.
- Coordinate with the Behavioral Specialist and Nurse/Clinical staff regarding resident needs.
- Participate in staff meetings, trainings, and case reviews as scheduled.

Administrative Duties

- Complete shift reports and communicate critical updates to next-shift staff and Program Manager.
- Ensure adequate supplies, food, and household items are available in homes.
- Assist with onboarding/training of new aides.
- Monitor and support resident participation in daily activities, appointments, and education.

Qualifications

- **High school diploma or GED required.**
- Minimum **2–3 years of experience** working in residential care, childcare, corrections, or human services setting.
- Supervisory experience preferred but not required — leadership potential and strong references accepted.
- Strong communication, leadership, and conflict resolution skills.
- Ability to remain calm in high-stress or crisis situations.
- Must pass background check, fingerprinting, and drug screening.
- Valid driver's license and reliable transportation.

Work Environment

- Fast-paced residential environment with high responsibility for youth safety.
- Requires flexibility, patience, and consistent leadership.
- Some evenings, weekends, and on-call availability may be required.

Overview

- Accountability – They provide a middle layer between Program Manager/Executive Director and the front-line aides. Someone is directly responsible for the smooth running of each shift.
- Consistency – Instructional Aides are hands-on, but House Managers make sure policies, schedules, chores, and safety protocols are followed correctly.
- Crisis Support – If a situation escalates, House Managers can step in before it goes straight to the Program Manager or Behavioral Specialist.
- Staff Support – They supervise the aides, reduce burnout, and make sure training is carried out.