

### **Position Description**

Title: Hospitality House Manager  
Reports to: Hospitality House Administrator  
Salary Range:

### **General Responsibilities**

Under the supervision of the Hospitality House Administrator, the House Manager will provide the daily oversight and supervision of the facility and guests of the Hospitality House.

The House Manager has two main overall responsibilities. One responsibility is to work to ensure the safety and upkeep of the facility, its buildings and grounds. Another responsibility is to ensure that resident and non-resident guests receive services in accordance with Hospitality House (HH) policies.

### **Specific Duties**

- Oversee the implementation of the daily schedule.
- Assess repairs and upkeep necessary for maintenance of the facility. Make recommendations for capital expenditure or for use of contractors to the Administrator. Make provisions for necessary minor repairs.
- Act as a qualified Food Safety Handler. Oversee health and safety within the kitchen and for food preparation. As assigned by the Hospitality House Administrator, make food orders to commercial companies and through the Food Bank.
- Oversee chores by guests, either directly, or through delegation.
- Undertake intake interviews and assessments with clients.
- Complete all intake paperwork, entering clients into the HMIS database. Admit clients to the emergency shelter.
- Give advice and information to homeless people seeking shelter.
- Refer clients to Hospitality Center for supportive services.
- Assist guests to develop move-on plans, using Housing First principles.
- Implement the rules and expectations related to direct client services to ensure a safe and equitable environment (see HH Sanctions Policy).
- Ensuring always that a Release of Information has been signed, to liaise with external agencies such as General Assistance to promote the welfare of clients.
- Maintain courteous and professional relationships with all external agencies.
- Attend and participate in weekly case conferencing meetings, MCHC staff meetings, and related training as scheduled.
- Maintain client confidentiality.
- Maintain clients' records and data, including inputting of data to the HMIS Client Track database
- Assist with producing monthly reports as needed and/or directed.
- Assist with coordination with other HH/ HC services, such as the resource center "Hospitality Center".

**Job Skills and Abilities**

- Maintenance and/ or construction experience.
- Ability to exercise good judgment, follow oral and written directions.
- Good clerical skills and attention to detail.
- Ability to communicate effectively both orally and in writing.
- Ability to establish cooperative working relationships with clients and staff and external agencies.
- Understanding of and ability to maintain client confidentiality.
- Satisfactory computer skills including ability to use Office software, databases, and Internet.
- Ability to maintain attitude of fairness and objectivity.