



House Manager Job Description

Position: Non-Exempt

Job Objective: To further the ability of a developmentally disabled individual to live independently by supervising and assisting Direct Support Professional (DSP), managing house activities, and serving as a liaison between Volunteers of America of Oklahoma and others involved with Service Recipient support.

REPRESENTATIVE DUTIES:

1. Coordinate staff schedules.
2. Ensure that all staff has the necessary training.
3. Ensure that all paperwork submitted by DSP staff is accurate and up-to-date. (e.g., timesheets and mileage sheets) Review outcomes and goal data.
4. Maintain and monitor home records according to Volunteers of America of Oklahoma/DDSD policy
5. Complete monthly reports on service recipients' goals progress and significant changes.
6. Document all house problems or incidents. Report safety issues timely.
7. Maintain and document all personal funds, petty cash for service recipients, and operate home within budgetary guidelines. Maintain current inventories.
8. Provide supervision and oversight for all DSPs (e.g., appraisals, disciplinary action) as outlined in agency's supervision plan.
9. Maintain all required management and service recipient related training.
10. Serve as a point-of-contact for emergencies and urgent questions.
11. Required to carry pager and respond to pages, 24-hours a day, 7-days a week.
12. Serve as Healthcare Coordinator and ensure that all health related documentation is kept, if deemed by Personal Support Team.
13. Monitor DSP duties (e.g., ensure that DSP staff cares for service recipients appropriately) and provide developmental feedback to DSP staff regarding their performance.
14. Investigate and attempt to resolve problems that arise in the house (e.g., employee or service recipient conflicts).
15. Maintain a clean, safe, and pleasant living environment for service recipient.
16. Prepare for and attend all required meetings.
17. Conduct monthly staff house meetings for PWS, all other staff house meetings are held quarterly.
18. Communicate house or policy changes to staff, team members, and other relevant parties.
19. Request, coordinate and monitor all house related expenditures (e.g., including but not limited to shopping, petty cash, personal funds, receipts) Maintain current inventories.



House Manager Job Description

20. Report needed household repairs to Program Coordinator. Ensure repairs are completed in a timely manner.
21. Perform all DSP duties and cover additional shifts when necessary.
22. Participate as member of Personal Support Team.
23. Ensure SR has access to petty cash or personal funds as needed.
24. Coordinate all Individual Plan activities.
25. Assist in interviews as needed.
26. House Manager to train new employees (in home) for specialized houses according to IP and team recommendations.
27. If applicable: Building a positive relationship with professionals and family members.

REPORTS TO: Program Coordinator

TERMS OF EMPLOYMENT: Full-time

EVALUATION :

First Year of Employment:	3 Months-Evaluation and Career Development Goal Setting
After First Year of Employment:	12 Month-Performance Appraisal Every Six Months-Career Development Goals 12 Month-Performance Appraisal

GENERAL QUALIFICATIONS:

1 year of DSP or related experience
Required Basic Training (e.g., CPR, First Aid, Foundations, MAT, Effective Teaching and Learning 1)
Residential Training (e.g., Communications, Connections, Ethical & Legal, Health & Safety, Nuts & Bolts, and Skill Building)
Social Security Card
Valid Driver's License
Proof of car insurance
Acceptable Driving Record
Acceptable OSBI
Acceptable Community Services Registry
Reliable Car

ENVIRONMENT/WORKING CONDITIONS:

Most work undertaken in service recipient's home
Conditions vary by home and service recipient.
Frequent business conducted at local Volunteers of America of Oklahoma office

EQUIPMENT OPERATION:

Telecommunications equipment (e.g., pager, cellular telephone)
Communication devices (e.g., books, picture boards, hearing aids)



House Manager Job Description

Transportation devices (e.g., car, wheelchair, wheelchair lift)
Domestic appliances (e.g., gas range, vacuum cleaner, and microwave oven)

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of disability types (e.g., developmental disorders, and physical disorders)
Knowledge of individual service recipients (e.g., range of function, special needs)
Knowledge of medication (e.g., how and when to administer)
Knowledge of safety guidelines (e.g., general emergency procedures)
Knowledge of Volunteers of America of Oklahoma (e.g., policies and procedures, services provided)
Knowledge of related parties (e.g., DHS, monitoring agencies, service recipient's family)

Skill in coordinating service recipient's daily activities
Skill in deciding (accurately) what is in the service recipient's best interests (e.g., safety)
Skill in communicating with service recipient, families, and others (e.g., listening, speaking)

Ability to perform all DSP Duties (See DSP Job Description)
Ability to engage in service recipient's hygiene, manages behavior problems, and meets other challenges
Ability to handle sensitive issues while protecting others' welfare
Ability to be honest, reliable, dependable, and professional at all times
Ability to exercise patience, understanding, creativity, and flexibility
Ability to work well with others as a team

MINIMUM PHYSICAL REQUIREMENTS:

Lifting and moving (e.g., adult service recipients from wheelchair to bed)
Lift a minimum of 50 lbs.
Pulling (e.g., van doors, wheelchairs into elevators)
Pushing (e.g., wheelchairs)
Flexing (e.g., reaching)
Bending and crouching

OTHER CONDITIONS OF EMPLOYMENT:

Subject to random drug testing. Refusal by employee to take a requested drug test will be grounds for dismissal.

Employee Signature

Date