

Volunteer Job Description

Title: Resident Manager

Program: Maud's House

Supervisor: Program Manager

Description

Volunteers of America Western Washington's (VOAWW) Maud's House is a 90- day program serving homeless women with children. Maud's House is an 8 room facility with the capacity to serve 32 families a year (72 children). The women's shelter is a communal living facility consisting of a full kitchen, living room, shared bathrooms, and laundry facility.

It is critical that the candidate be committed to and focused on Maud's House Service Philosophy

"We believe by treating everyone with dignity and respect, in a culturally responsive environment, we can uplift and inspire families and individuals to develop their natural strengths, cultivate self-worth and achieve responsible self-sufficiency "

Classification:

This is a Volunteer position which includes a 2 bedroom apartment with all utilities paid and a \$200.00 per month stipend.

Supervision Received and Exercised

Resident manager reports directly to the Maud's House Program Manager.

Prerequisite Information:

- Must successfully pass a criminal history background check
- Must successfully pass an urinalysis test
- Complete volunteer application and training
- Complete mandatory CPS reporting training

Examples of Essential Duties

Duties may include but are not limited to the following:

- Maintaining compliance with Maud's House Program policies and protocols.
- Works closely with Program Manager to support the residents goals.
- Maintains a friendly, professional relationship with staff, residents, and guests of Maud's House.
- Maintain a personal presence in the house, sleeping there at least five nights a week.
- Attends to residents' needs in the middle of the night if urgent.
- Maintain security systems, locks, exit lights, fire alarm system, etc.
- Holds the residents accountable
- Conducts move in inspections, chore and room inspections
- Behaves as a role model to all families
- Ability to collect program fees, handles money, and provides receipts.
- Supervise the Resident Lead to prepare rooms and orient new Residents to the House and the functioning of the house.

Knowledge of:

- Social work, psychological counseling
- Conflict resolution
- Meeting facilitation
- Barriers facing homeless women and families
- Professional etiquette, polite manners
- Experience with housing programs and tenant issues
- Life skills required for self-sufficiency

Ability to:

- Be cheerful under all circumstances.
- Operate in and nurture a drama-free environment.
- Facilitate conflict resolution with words.
- Understand when it is appropriate to call 911 for the safety of all.
- Multi-task and prioritize work assignments.
- Understand the organization and operation of Maud's House.
- Learn, interpret, and apply policies and procedures.
- Understand and follow oral and written instructions.
- Maintain strict confidentiality of information.
- Effectively and tactfully communicate in both oral and written forms.
- Operate office equipment.

Training and experience:

- Any combination of training and experience which would provide the required knowledge and abilities is qualifying.

Possession of:

- A valid and appropriate Washington State Driver's License, including a safety record.
- Bilingual skills desired.

Physical Demands:

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear. Employee is required to sit, stand, walk; use hands to finger, handle, or feel objects, tools; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
- Employee must occasionally lift and or move up to 20 to 30 pounds. Specific vision abilities of this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be in good physical condition.