



Position: **Live-In House Parent/Apartment Manager**

Reports To: Director of Programs and Client Education

Classification: Full Time, Exempt

Position Summary:

The Live-In House Parent/Apartment Manager is a critical member of the program team serving as the coordinator and key staff position responsible for the successful operation of the Quadrangle (the Quad) Transitional Apartments program, the second step in The Haven’s four-step process to assist young mothers and their children in transitioning from homelessness to self-sufficiency and a home of their own. The person filling the position is required to live on The Haven’s campus in the agency-provided loft apartment which houses the Quad community washer and dryer and is often the central gathering place for the seven young, female-headed families who reside in the eight-unit apartment complex.

The Live-In House Parent/Apartment Manager is responsible for interacting with each mother and child to foster healthy relationships and a supportive living community. The position facilitates structured and unstructured (“teachable moments”) social and educational opportunities with emphasis on parenting and independent living skills including household management, personal finance, interpersonal and self-advocacy skills, conflict management, study skills, job search strategies etc.

As house parent, the position is responsible for welcoming and orienting new residents to the transitional apartments program and apartment living, the position enforces the Community Rules and provides positive reinforcement and progressive discipline as necessary. The position monitors and reports on weekly client activity, develops and distributes the monthly schedule, conducts apartment inspections, assigns community chores and monitors resident compliance with the program requirements. The position oversees the Quad incentive closet/donations program and coordinates social activities including birthday celebrations, welcome baskets etc. The Live-In House Parent coordinates and conducts regular community meetings including meal planning and preparation, develops creative strategies and activities for building a sense of community and assists residents in navigating the realities of “real-world” living.

As apartment manager, the position coordinates all apartment operations ensuring that the units are properly maintained, appliances are in proper working order, grounds are litter free, maintenance requests are filed and completed and basic supplies are in stock. The position also partners with the Shelter House Manager to oversee the garden project which includes bi-weekly responsibilities for working the local farmer’s market from June – October. The position tracks, documents, prepares and submits weekly and monthly reports on program services, activities and purchases as required.

The Live-In House Parent/Apartment Manager acts as the first responder for addressing resident concerns or discipline problems and is responsible for addressing and ensuring that the program team is aware of any safety issues, major incidents, emergencies or other matters of concern.

Hours

- Must host “Community Hours” in personal apartment residence at least 21 hours per week for residents to do laundry, watch television, use computer and/or participate in scheduled activities (Preferred shift noted below, however days and times are negotiable and subject to change based on need; schedule can vary by month as long as it is established and posted in advance)
 - Tuesdays, Wednesdays and Thursdays, 4 - 10 p.m.
 - Saturday or Sunday, 7-10 p.m.
 - Two Saturdays a month between 8 a.m. – 1 p.m. *may* be required between June and October to staff the farmer’s market or other activities
- Residents may request assistance at other times outside of the community hours, if available, the Live-In House Parent/Apartment Manager should be accommodating to these unplanned requests when practical
- Must sleep “at home” in The Haven provided apartment a minimum of 5 overnights per week and 26 overnights per month (ex. 10:00 p.m. – 6:00 a.m.) (Position is eligible for paid time off)
- Must be Available by Phone 24/7 (Company Cell Phone Provided)
- Must coordinate and attend semi-monthly community meeting, currently held on the 1st and 3rd Tuesdays at 5 or 6 p.m.
- Must work whatever additional hours are needed to complete weekly job duties, tasks or special assignments (ex. conducting apartment inspections, writing reports, attending meetings, gardening etc.)

Compensation Structure

- Rent free, recently-constructed, fully-furnished apartment w/laundry (\$875/month value)
- Utilities provided at no cost (\$175/month value)
- Bi-weekly stipend of \$150 (\$325/month)
- Optional medical insurance available (75/25 split)
- Other benefits offered to full time staff including paid time off, life insurance, employee assistance program, 403b etc.

Qualifications

- High School Diploma or GED required, advanced training and/or education in a related field preferred
- At least 7-10 year work history, direct experience in a related field preferred
- Proactive, self-starter with strong customer service orientation and superior relationship building skills
- Culturally competent, caring, patient and flexible; ability to positively navigate the common issues, concerns and customs facing young, low-income, urban households is essential
- Strong communication and PC skills using internet, email and word processing applications
- Knowledge of child and adolescent development, capable and comfortable providing emergency child care if necessary
- Good listening skills and ability to help de-escalate
- Comfortable living in inner-city neighborhood
- Organized and detail-oriented
- Professionally inquisitive and safety conscious

- Must be capable of physical activities such as standing, frequent walking between buildings including climbing stairs multiple times per day, bending, cooking, cleaning, gardening etc.
- Must be physically able to lift and carry children, donations, supplies, household items etc.
- Must be able to successfully pass a drug screen and background check
- Preference for working in a faith-based environment

Other Info

- Reliable transportation helpful
- Smoking is not allowed within 20 feet of any Haven building including the apartments
- Position can accommodate single female or married couple, living space will not accommodate children

Application Instructions

To apply: send resume, cover letter and a list of three references to Marissa Paine at mpaine@havenofgracestl.org.

Cover letters should:

- Explain why you are interested in the position
- Describe how your current life situation allows you to meet the required hours and compensation structure for the position
- Highlight your qualifications and any special skills or hobbies which might be useful to the clients served

Review of application materials will begin immediately and continue until the position is filled.