

## **LAURA'S HOUSE JOB DESCRIPTION**

**JOB TITLE:** Transitional Housing Program Manager  
**REPORTS TO:** Shelter Administrator  
**STATUS:** 32 hours per week  
**LOCATION:** South Orange County

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### **JOB SUMMARY:**

The Transitional Housing Program Manager supervises operations and provides service delivery at the Transitional Housing program location. The primary accountabilities for this position are the (1) oversight of all program operations, (2) case management and therapy provision, (3) oversight of client program compliance and rent collection and (4) compliance with contracts and other funding requirements.

### **JOB DUTIES:**

1. Ensure safety and security of facility's residents, employees and volunteers.
2. Review security tapes daily to ensure client program compliance.
3. Enforce Transitional Housing Program policies and procedures.
4. Assess responsiveness of existing policies and procedures; revise Policies & Procedures Manual as needed.
5. Monitor procurement of supplies, equipment, and external services.
6. Ensure flexible and discretionary spending conforms to the site's annual budget.
7. Submit statistical and descriptive information for contract and other reporting requirements as needed.
8. Provide case management services to residents as appropriate.
9. Provide therapeutic services (individual therapy) to residents.
10. Facilitate weekly resident meeting.
11. Develop and maintain relationships with law enforcement, emergency services, medical facilities and other vendors.
12. Serve as a Transitional Housing / Transitional Housing liaison to community partners.
13. Represent Laura's House at networking events.
14. Participate in monthly managers' meetings.
15. On-call availability required.
16. Other duties as assigned.

### **ADDITIONAL RESPONSIBILITIES:**

1. Preserve confidentiality of all client, staff, volunteer and agency information.
2. Represent the agency in a positive, professional manner at all times.
3. Maintain a tidy, organized work area.
4. Participate in agency functions as a participant or presenter as needed.
5. Evening and weekend hours as needed.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree in human services or related field or equivalent experience required.
- Master's level education in Psychology-related field or equivalent.
- MFT (MFT Intern) or LCSW (ASW) registration required.
- Management and/or supervisory experience required.
- Crisis intervention and/or services for domestic violence survivors required.
- Experience in residential settings preferred.
- 40-hour domestic violence training as required by law.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Bilingual Spanish preferred.
- Excellent oral and written communication skills.
- Facility maintenance.
- Computer competency.
- Works well independently and as a team leader.

**JOB QUALIFICATIONS:**

- Valid driver's license, reliable transportation and appropriate insurance.
- Finger Printing and TB Test
- Employee is occasionally required to stand; walk; sit; use hands to finger; handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**This description reflects the principal functions of the job for the purpose of job evaluation. It should not be construed as a detailed description of all work requirements of the job nor shall be construed as giving exclusive responsibility for every function described.**