



Transitional Living Program House Manager Part-Time

Background: The Second Step (TSS) is a community of survivors, advocates, and volunteers who foster the safety, stability, and well-being of those who have experienced domestic violence. We provide comprehensive services, including safety planning, legal advocacy, counseling, peer support, transitional housing, and other essential services to adults, youth, and children in Greater Boston and MetroWest.

Job Title: Transitional Living Program House Manager

Hours: 11am – 3pm, Monday-Friday.

Essential Employee: The person in this role is considered an essential employee and may be required to work on-site during a government declared state of emergency.

Primary Objective: The Transitional Living Program House Manager is responsible for the day-to-day functioning of the residences leased and/or owned by The Second Step. Working in collaboration with Transitional Living Program staff, as well as the Facilities staff, the House Manager ensures the cleanliness, maintenance, and overall appearance of the residences is maintained.

Primary duties include but are not limited to:

- Cleaning, preparing and refurnishing rooms in a timely manner for resident move-outs and move-ins;
- Conducting bi-weekly room checks to ensure safety and cleanliness;
- Weekly shopping trips to provide the residences with specific groceries, cleaning supplies, and maintenance supplies;
- Maintaining weekly records for inventory and supply lists
- Monitoring the appearance and safety of the residences, including conducting safety inspections in coordination with the Facilities staff;
- Holding monthly Fire Drills and maintaining log in coordination with Transitional Living Program staff and Facilities staff;
- Daily mail pick-up from Post Office and delivery to residences;
- Managing alarm and key systems
- Function as Facilities On-Call for issues including but not limited to, room lockouts if resident has lost their key; facilities emergencies



Additional responsibilities include:

- Attend and actively participate in weekly team meetings and agency-wide staff meetings;
- Represent TSS at community events and forums;
- Assist other advocates and directors in planning, coordinating, and running survivor-centered events;
- Work with other TSS staff to assess and address survivors' needs/concerns;
- Participate in outreach and awareness efforts;
- Other duties as assigned.

Administrative/Supervisory Responsibilities

- Participate in volunteer/intern training and supervision as requested.
- Maintain records including service delivery, advocacy plans and other documentation in accordance with confidentiality guidelines.
- Attend and participate in trainings, agency events, team meetings and staff meetings.

Qualifications:

- High School Degree or higher.
- Strong problem-solving and interpersonal skills.
- Demonstrated ability to learn and master new skills and materials.
- Ability to manage competing priorities simultaneously and precisely.
- Strong organizational skills, including the ability to work calmly under pressure.
- Cultural competence and cultural humility and/or willingness to learn. Committed to anti-racist practices.
- Collaborative team player.
- Strong communication skills and proficiency with computers and technology.
- Language proficiency in Spanish, Portuguese, Haitian Creole, Mandarin, Vietnamese is a plus.
- Enthusiasm about working collaboratively and effectively in an environment that is linguistically and culturally diverse.
- Ability to lift up to 20 pounds required.

Salary and benefits: Salary for this position ranges between \$20-22/per hour, commensurate with experience; additional compensation for language skills, or other qualifications. Sign-on bonus paid out 50% at hiring, 50% after successful completion of 6 months of employment.

Equal opportunity: The Second Step actively seeks cultural and linguistic diversity in all of its programs. BIPOC, bilingual/bicultural candidates, survivors of domestic and sexual violence, and LGBTQ+ candidates are strongly encouraged to apply. The Second Step, Inc. is an affirmative action, equal opportunity employer.

