

JOB POSTING – ONSITE RESIDENT MANAGER

Opportunity – Resident Manager for our 90-day Transitional Housing Program

The mission for our Resident Manager's at our 90-day transitional housing program is to provide support, respect, and encouragement to the families that join our transitional housing program. The Resident Managers work in support of our case management team to ensure that our residents have the best chance for success. The Resident Managers are directly responsible for ensuring a safe, comfortable living environment that builds self-esteem and teaches respect for property to all residents.

The perfect candidate for this position will be committed to service and embody the organization's mission. They will be a passionate advocate for our organization, our residents, and those in need of our services. Ideally, they are comfortable working with other faith-based organizations, ministry groups, and volunteers. The candidate will be ready to work in a fast paced, diverse, and collaborative work environment. This person must be kind, trustworthy, and reliable. Being ready on day one with experience in serving a diverse population is essential.

Essential Duties of the Resident Manager

- Serves as evening, weekend, and holiday staff to support Hillcrest residents.
- Participates in weekly staff meetings and daily communication with the campus Case Manager(s).
- Works directly with residents of Hillcrest by scheduling and hosting the weekly Community Living Meetings.
- Supports the campus Case Manager(s) with scheduling and hosting of Life Skills Classes.
- Ensures that resident families properly use and maintain Hillcrest facilities.
- Monitors resident's ability to comply with established Hillcrest Program Rules and provides updates to the campus Case Manager(s).
- Conduct twice weekly apartment inspections (one announced, one unannounced) and reports findings to the campus Case Manager(s).
- Conduct move-in and move-out inspections and reports findings to the campus Case Manager(s).
- Maintain and organize the on-site food pantry.
- Answering phones and interacting with the community.
- Data entry for Hillcrest systems (adding client data & services received, updating waiting lists and call logs).
- Reports physical damage or property maintenance needs through the Hillcrest Maintenance Ticketing System.
- Maintains cleanliness and minor maintenance of all areas of the campus property.
- Performs minor repairs when needed with approval.
- Assist with back-to-school drives and Christmas adoption.
- Assist with apartment sponsor meetings.
- Work directly with volunteers and supporters of Hillcrest.
- Represents Hillcrest with clients, donors, and community partners.

- Serve in other duties, roles, responsibilities as needed by the organization to fulfill its mission.

Qualifications

- A high school diploma or equivalent.
- Successful completion of a pre-employment back-ground check and drug screen is required.
- A valid driver's license and ability to travel within the Kansas City Metro area is required.
- Familiar with basic repair, maintenance and home improvement skills.
- Maintain a clean, alcohol, drug, and violence free apartment.
- Knowledge of working with vulnerable populations.
- Ability to complete work in a timely, accurate, confidential and thorough manner.
- Effective verbal and written communication skills with superiors, colleagues, and individuals inside and outside the Hillcrest.
- Ability to exhibit a professional manner in dealing with others and works to maintain constructive working relationships.
- Strong attention to detail and experience balancing ongoing projects with one-time requests.
- Comfortable in networking and public speaking.
- Familiarity with Windows, Office, Google Drive, and Gmail.

Additional Details

This is a part-time position located at one of our Missouri or Kansas housing campus locations. We currently have openings in Kansas City, Kansas and Independence, Missouri. Candidates must be willing to work up-to 20 hours per week for evening, weekend, holiday, and on-call shifts. There will be both scheduled hours weekly and unscheduled time for on-call shifts weekly. Typical scheduled hours will be Sunday from 3pm - 7pm, Tuesday from 5:30pm to 9pm, Thursday from 6pm - 8pm, alternating Friday and Saturday from 8pm - 11pm, and Saturday from 8am - Noon. On-call will be Friday, Saturday, Sunday and holidays.

Salary range for this position is \$12.00 to \$15.00 per hour based on experience. After 90-days there is an opportunity to live onsite at our housing location. This provides an apartment with rent and utilities included as part of your compensation.

To apply, email your resume and references to Patricia Rader, Director of Transitional Housing at prader@hillcrestkc.org.

Hillcrest Ministries of MidAmerica, Inc. is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.