

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Resident Manager
PROGRAM : Homeless Shelter
FLSA STATUS : Exempt
REPORT TO : Program Manager
SUPERVISES :

INTRODUCTION

Assures that appropriate services are delivered and compliance of applicable standards are met. This position requires “on-call” duties and responsibilities consistent with a shelter environment operating 24/7.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution
4. Build Collaborative Relationships/Teamwork – Develops and maintains win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

1. Conducts routine maintenance duties such as the repair of apartments and common areas and maintaining the common areas, kitchen and restrooms areas to ensure they are clean and well-stocked.
2. Promotes harmonious relations among tenants, staff, and community.
3. Insures adequate health & safety standards of the shelter and kitchen are maintained at all times (including compliance with Department of Health and Fire Department regulations).
4. Works with vendors; assigns building and maintenance personnel to specific duties. Ensures regular cleaning schedules are kept.
5. During regular rounds and at other times interacts with clients to share information, provide supplies, etc.

6. On a daily basis serves as an example to other staff in the provision of excellent client service, proper and complete documentation of incidents and services provided, attendance an overall “can do” attitude.
7. Works collaboratively with staff for timely determination of corrective action addressing residents' issues.
8. Uses crisis prevention, intervention, and resolution techniques to address and resolve residents' issues.
9. Assist tenants to identify and gain access to the formal and informal supports available in the community.
10. Understands low-income and homeless individuals and their specific needs.
11. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

High School diploma or GED. Associates degree preferred.

EXPERIENCE

Minimum of four years building maintenance experience. Minimum of three years' supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid driver's license and automobile that is properly licensed/insured. CPR and First Aid certificates are up to date.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to handle crisis situations with a minimum of supervision.
- Able to maintain program/client/agency confidentially, and treat each individual with dignity and respect.
- Able to set and observe appropriate personal limits and boundaries, especially with respect to shelter guests.
- Able to handle potentially volatile situations.
- Strong conflict mediation and negotiation skills.
- Able to accept supervision and work with staff and community social services providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work alone and as part of a team.
- Basic math, analytical, and budgeting skills.
- Intermediate computer skills (Microsoft Word, Excel, and Outlook).
- Organizational skills (complete paperwork, meet deadlines, etc.); ability to multi-task.
- Strong supervisory skills.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu.
- Knowledge of the multi-ethnic cultures common to Oahu.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			X
Work Locations : outdoors			X
Work Locations : sitting			X
Walking/standing			X
Bending/crouching/reaching, etc			X
Lifting/carrying - light (up to 10 lbs)			X
- medium (11 to 20 lbs)			X
- heavy (over 20 lbs)			X
Contact with hazardous materials		X	
Dust, smoke, odors, noise, etc		X	
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X

Approved: _____