

Position/Title: **GENDER SPECIFIC LIVE-IN RESIDENTIAL MANAGER**
Classification: Full-Time Exempt
Reports To: Haverhill Site Director
Location: 107 Winter Street, Haverhill, MA 01830
Compensation: Based on experience and Agency guidelines

ABOUT THE YWCA

The YWCA of Greater Lawrence is a social change organization which exists today for the same reasons it was founded back in 1892: to assure that women have the tools, skills and opportunities needed to become and remain personally and economically self-sufficient. Behind every one of our milestones is a story, a journey and an unwavering commitment to improving the lives of women and their families. The breadth of our offerings is great, with every program and service molded to our mission of helping to foster peace, justice, freedom and dignity for all. Each year we serve over 15,000 people from our Lawrence, Haverhill, Lynn and Salem, NH locations, where people know they can turn for caring, compassionate and highly skilled support.

POSITION SUMMARY

The Gender Specific Residential Manager will live at the residence and provide on-site supervision and day-to-day services to a 10-person 10-room residence located at the YWCA Haverhill facility. The incumbent will be first point of contact to the community of adults living at the residence. The incumbent will have frequent communication with residences requiring strong verbal and written communication skills. The ideal candidate will be an individual whom is compassionate, non-judgmental, responds well to emergencies, manages shifting priorities with a high level of patience, and lives a quiet lifestyle. Non-residential overnight guest are not permitted.

ESSENTIAL FUNCTIONS

- Leads by example and promotes residential rules and requirements
- Outreach and Intake of potential and active residence
- Responds to residential and facility emergencies including understanding the appropriate individual to call if outside assistance is required.
- Resolves residential lockouts
- Ensure residential building security is maintained at all times
- Light janitorial and maintenance duties as needed
- Carries mobile phone and remains on- call during physical absence

QUALIFICATIONS

- One year previous experience as a Residential Manager.
- High School Diploma or GED required
- Exceptional written and verbal communication required
- Bilingual is a plus (Spanish/English)
- Moderate skill level with Microsoft Office; word, excel, and outlook.
- Strong interpersonal skills required
- Extravert personality is a plus

PHYSICAL/MENTAL DEMANDS

Work requires lifting, sitting, standing, stooping, bending, walking, climbing, and the ability to live in residence with residence.

Living environment and work may be performed with frequent interruptions and some emergency situations, which demand the ability to respond immediately and appropriately.

It is expected that all professional staff will function as self-directed members of a team. The activities and performance of the individual in this position shall meet appropriate professional standards and be in keeping with the philosophy and purpose of the YWCA of Greater Lawrence.

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This document does not create an employment contract implied or otherwise, other than an "at will" relationship.

The YWCA of Greater Lawrence is an equal-opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, relation or national origin.