



Job Description:

Crisis Respite House Manager

OVERVIEW:

The House Manager oversees the daily operations of the Crisis Respite House. Duties include staffing, training, program development, house maintenance, inventory, and ongoing functions of the House. The House Manager will supervise all aspects of our guests' stay. This would include documentation of services, insurance verification, and community services referrals.

QUALIFICATIONS:

- Bachelor's Degree, Associate's Degree, or college-level academic work in related field strongly preferred; or High School diploma with relevant experience/knowledge-base of mental health and substance use recovery
- Qualify for **and** obtain New York State Peer Specialist Certification within six months of hire <http://nypeerspecialist.org>
- Comfortable dealing with individuals in crisis
- Personal experience as a recipient of mental health and/or substance use services with two years of successful recovery
- Management or supervisory experience preferred
- Experience working in a residential facility preferred
- Working knowledge of electronic health record systems preferred
- Medicaid billing experience preferred
- **Must be able to drive with a valid driver's license and a driving record acceptable to MHA insurance carrier**

RESPONSIBILITIES:

- Supervise Recovery Specialists in providing respite services to include providing assistance, support, and advocacy to individuals in crisis
- Help individuals explore crisis circumstances and develop steps to address/prevent such
- Model wellness and recovery
- Promote empowerment with meaningful activities and discussions
- Utilize wellness tools such as WRAP problem-solving, and selective self-disclosure in the respite setting and in the community
- Assist individuals in making community connections based on their preferences and self-identified needs
- Help maintain a clean, safe, and secure environment
- Maintain accurate and up-to-date records and documentation of services
- Operate and review staff use of electronic health record
- Develop and maintain pertinent personnel supervision records
- Demonstrate teamwork among co-workers
- Demonstrate ease working with a diverse population
- Demonstrate an ability to meet individuals where they are in life in order to promote goal-setting and support progress toward achieving those goals
- Flexibility with work schedule; some evenings, nights, and weekend shifts are required
- Ability and willingness to take call 24/7
- Coordinate, implement, schedule, and evaluate all responsibilities within the Crisis Respite Program
- Assess program functions while identifying problem areas and recognizing successes
- Plan and strategize for efficiency
- Maintain membership with CHOW; order, pick-up, and track food donations
- Will need to occasionally ascend/descend stairs

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reports to: Director of Crisis Respite
Status: Non-exempt
Hours: Full time