



POSITION DESCRIPTION

Title:	House Manager
Responsible to:	Abbeyfield Dominion City Board of Directors
Direct Reports:	House staff

Key Objectives:	<ul style="list-style-type: none"> ▪ To develop services that are accessible to the diverse population of older adults living in the house. ▪ Support residents to sustain their tenancy and live as independently as possible in the community. ▪ Maximize the quality of life of every resident living in the house. ▪ To oversee the management of the house to ensure it is run efficiently and offers value for money to residents. ▪ To contribute to the continuous improvement and development of support services that maximize the capacity of residents to sustain their tenancy, live independently and maintain active engagement with the wider community. ▪ To develop management systems to facilitate continuous assessment and improvement of support services. ▪ To assist in the application and development of policies and procedures to ensure the service meets and exceeds the residents requirements. ▪ To effectively manage communications in the home. ▪ To improve the reputation of the service(s) and raise the profile of the home.
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Expected Outcomes:	<ul style="list-style-type: none"> ▪ A diverse vibrant resident profile with a high level of customer satisfaction. ▪ A resourceful staff team engaged in the delivery of consistent quality services in the home. ▪ Effective management systems are in place that evidence good performance. ▪ The house is managed within budget, is clean, tidy and meets all health, safety and environmental health requirements. ▪ Effective relationships with our stakeholders and regulators.
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Main Tasks:	<p>RESIDENTS</p> <ol style="list-style-type: none"> 1. Plan the meals for the house on a bi-weekly basis that meet dietary and nutrition guidelines for the residents. 2. Order the necessary food supplies in a timely basis to accomplish the meal plan. 3. Prepare lunches and dinners during your work shift and ensure the other team members involved in meal preparation are aware of their responsibilities for meals during their respective shifts. Prepare items the day before for the light self-serve breakfast for the residents. 4. Prepare and provide various homemade and healthy snacks for the residents to have access to.
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5. Clean up after all meals.
6. Schedule and assist with the general area cleaning as well as light housekeeping in the resident's rooms as needed.
7. Work with community members and local organizations that may wish to make a meal for the residents and how the meal will fit into the meal plan and meet the objectives of point #1.
8. Handle and count inventory monthly along with ordering any replacement supplies as needed.
9. Process all requests for repairs and maintenance matters through the appropriate Board member.
10. Assist the Board in actively seek applicants via a regular programme of local marketing initiatives; develop and maintain relationships with referral agencies and key partners working in health and social care.
11. Work with the Board on referrals and allocations so that accommodation is let appropriately to the highest priority applicants.
12. Signing up new residents, setting up the tenancies and completing core documents.
13. With the Board conducting needs and risk assessments and agreeing individual support and risk management plans.
14. Reviewing residents' progress in achieving the desired outcomes set out in their individual support and risk management plans and gather evidence to demonstrate their effectiveness in sustaining independence and promoting health and wellbeing.
15. With the Board liaising with other professionals and agencies involved in the provision of support to residents as appropriate.
16. With the Board liaise with sponsors and other agencies with regard to 'move on' accommodation.
17. With the local Recreation Director and other support staff and organizations develop, implement and evaluate a programme of social activities ensuring that residents are kept engaged with local community activities and those less able are encouraged to participate in a variety of opportunities at the house that promote physical and mental stimulation along with health and wellbeing.

TENANCY MANAGEMENT

1. Manage all Tenant Leases and the conditions related to the tenancy.
2. Monitor residents' compliance with tenancy agreements and take action to resolve non-compliance issues.
3. Aim to seek a resolution with regard to resident/neighbour disputes. Mediate during disputes between residents and decide on the appropriate action. Support and guide all house staff in the day to day management of disputes
4. To monitor rent accounts and take appropriate action to minimize rent arrears

QUALITY ASSURANCE

1. Provide regular incident/accident reports and progress updates to address failures in compliance or procedure.
2. Evaluate the effectiveness of Support Plans in meeting the targeted outcomes and capture any data that evidences improvement in the health and wellbeing of residents.

	<ol style="list-style-type: none"> Investigate and respond to complaints in line with the Complaints Policy to identify and implement ways the service could be improved. Develop effective relationships with partners, attending external meetings as appropriate, to ensure the service continues to develop to meet stakeholder requirements. <p>STAFF</p> <ol style="list-style-type: none"> Effectively recruit, induct and manage staff to ensure a consistent quality service is provided within budget. Ensure that all staff are clear about their role and responsibilities and that their performance meets expectations at all times. Conduct and record regular 1:1 meetings with house staff. Proactively address any performance issues to ensure the quality of service provision is not compromised. Ensure that regular performance appraisals are conducted. Maintain proper staff files and records of staff training. <p>FINANCE & ADMINISTRATION</p> <ol style="list-style-type: none"> Ensure that required information is accurate and kept up to date at all times. This includes staff returns, core returns, spreadsheets recording house /contractor data, copy of the inventory book, incident book, accident book and any other records as necessary. Ensure that all monitoring data, returns to funders and regulators are completed accurately and returned on time. Ensure that all purchases are within allocated budgets and that variances are highlighted and remedial action is agreed. Communicate allocated budgets to Housekeepers to ensure no purchases are made outside of the budgets. <p>VOLUNTEERS</p> <ol style="list-style-type: none"> Increase the numbers of volunteers actively involved in the services delivered at the house and expand their roles to enhance the service provided to residents and develop the scope and quality of services to achieve greater value for money. Work with any volunteers to ensure their participation enhances the service provided to residents. Ensure all volunteers are well managed to ensure they operate in line with Abbeyfield Values, Policies and Procedures.

General Requirements:	<ol style="list-style-type: none"> To act in accordance with Abbeyfield Values, Policies and Procedures at all times. To attend meetings and training and development as required. To maintain confidentiality at all times. To be aware of and comply with safe working practices as laid down by the Health and Safety Act of Manitoba. Have or actively pursuing a Manitoba Food Handlers Certification. Have or willing to get First Aid/CPR training. To carry out any reasonable and additional duties as requested. To attend occasional evening meetings with committees as required.
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CANDIDATE PROFILE	
Essential Requirements:	Desirable Requirements:
<ul style="list-style-type: none"> A. Experience working in a supported housing/health/social care environment or equivalent experience and/or hold an appropriate qualification. B. A passion for and track record of success. C. Experience of developing and delivering services through customer involvement. D. Organized and performance focused. E. Highly developed interpersonal and presentation skills. F. Excellent written skills. G. Self motivated, flexible and able to manage own workload. H. Proficient in Microsoft Office. I. Customer service focus. J. Ability to carry out all aspects of the role to a high standard at all times. 	<ul style="list-style-type: none"> K. Understanding of the issues surrounding tenant participation. L. Working knowledge of landlord and tenant obligations. M. Current, clean driver's licence.

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