



## **Resident Manager \*Job Posting\***

**JOB SUMMARY:** (Date: February 2017) *must be filled by March 31, 2017*

Primary on-site management of Western New York healthcare hospitality house during the evening and overnight shifts (weekend supervision), requires on-site living accommodations and includes other single health benefits. Responsibilities include residential operations, guest services, housekeeping and maintenance, volunteer coordination, database and administrative support. Basic accounting skills preferred.

On-site living required. Apartment, parking, utilities & more included in benefits. Evening & on-call overnight work schedule during week along with weekend on-call supervision of Relief Coordinators.

**Weekday:** M- F (5pm to 11pm) On-call overnight stay (11pm to 7:15am)

**Weekend:** Sat (7am to 10am) onsite; *On-call off site supervision of weekend relief staff thru Monday 7am.*

Flexible schedule to trade weekend shifts with relief staff Friday thru Monday.

Successful candidate will have previous experience working with social work or healthcare industry. Strong sense of responsibility and commitment to the hospitality house mission and compassionate to patient family needs. Ability to multi-task and stress management preferred.

### **QUALIFICATIONS/SKILLS:**

1. High school diploma or equivalent with relevant experience; college degree preferred
2. Working knowledge of Microsoft Office, basic accounting practices and data base operations a must
3. Ability to function effectively in a team environment
4. Excellent interpersonal relationship skills and strongly self-directed
5. Effective organizational, verbal, written and communication skills
6. Property management, human services, hospitality, social work or equivalent experience; training and/or certification a plus. Supervisory experience preferred.
7. Certified apartment or occupancy specialist preferred but not required.
8. Ability to work with low income families and sensitivity training preferred
9. Ability to perform physical requirements and lift up to 30 lbs.
10. Must pass a health screening and background investigation

## **Weekend & Relief Coordinator(s) \*Job Posting\***

**JOB SUMMARY:** (Date: February 2017)

Weekend relief support position for the Resident Manager includes at least one weekend per month. On-site management of Western New York healthcare hospitality house during weekend shifts and occasional relief during weeknights for resident manager, requires overnight stay at facility during shift. Responsibilities include residential operations, guest services, housekeeping and maintenance, volunteer basic accounting and administrative support. Strong sense of responsibility and commitment to the hospitality house mission and compassionate to patient family needs. Ability to multi-task and stress management training preferred.

**Saturday to Sunday:** on-call offsite (10am - 6pm); on-site work (6pm - 11pm); On-call overnight stay (11pm - 7am).

**Sunday to Monday:** Sun (7am - 10am) onsite; on-call offsite (10am - 6pm) on-site work (6pm - 11pm); On-call overnight stay (11pm - 7am).

### **QUALIFICATIONS/SKILLS:**

1. High school diploma or equivalent with relevant experience in human services, hospitality or social work a plus; Working knowledge of Microsoft Office and data base operations a must.
2. Ability to perform physical requirements and lift up to 30 lbs.
3. Must pass a health screening and background investigation

Email resume to: [buffalohospitalityhouse@gmail.com](mailto:buffalohospitalityhouse@gmail.com) or mail to below **ONLY**. No fax or phone accepted.

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