



The Lighthouse Foundation
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RESIDENT MANAGER – BLANCHARD HOUSE

POSITION SUMMARY:

The Resident Manager is a live-in employee responsible for maintaining a safe, structured, supportive, and recovery-oriented environment at Blanchard House. The Resident Manager serves as a mentor, positive role model, liaison, and primary point of contact for residents during evening, overnight, and weekend hours. The position works closely with the Director of Housing, Case Managers, and other Lighthouse Foundation staff to support residents and maintain the operation of the home.

This is a live-in position. The Resident Manager is provided with housing as part of the position and is expected to maintain the required on-site presence and fulfill the responsibilities associated with living at Blanchard House.

Position Requirement – Female Resident Manager:

Because this position requires regular presence and interaction within a residential living environment serving female residents, and involves responsibilities within residents' personal living spaces, this position is restricted to female applicants based on the specific privacy and residential needs of the program.

This requirement is considered an essential requirement of the position and is subject to applicable federal and state law.

KEY RESPONSIBILITIES:

Resident Support and Leadership

- Develop positive, professional relationships with residents and provide encouragement, guidance, and accountability.
- Serve as a positive role model and demonstrate healthy decision-making and recovery-supportive behaviors.
- Monitor resident safety, wellbeing, activities, and needs.
- Serve as a liaison between residents and Lighthouse Foundation staff.
- Communicate resident concerns, significant events, and other issues to the Director of Housing or appropriate staff in a timely manner.
- Facilitate monthly house meetings and encourage a positive and respectful household environment.
- Provide evening, weekend, and nighttime transportation as assigned.
- Assist residents with basic needs and practical concerns within the scope of the position.

Program and Safety Oversight

- Maintain an active on-site presence during assigned evening, overnight, and weekend hours.
- Respond to emergencies and critical incidents and notify the Director of Housing or appropriate staff in a timely manner.

- Enforce Lighthouse Foundation program rules, resident handbook requirements, and house expectations consistently and fairly.
- Conduct bi-weekly room inspections and common-area inspections.
- Address rule violations appropriately and complete required written documentation.
- Maintain professional boundaries, confidentiality, and impartiality with all residents.
- Notify the Director of Housing or Case Manager as soon as possible when unable to provide required on-site coverage.
- Requests for time away must be submitted in accordance with Lighthouse Foundation policy and approved in advance.

Intake and Move-Out Support

- Assist Case Managers and other staff with resident intake and move-out procedures.
- Assist with collection of keys and program property when residents move out.
- Help ensure residents receive and return necessary household items, including bedding, towels, and other program supplies.
- Provide appropriate orientation to house rules, expectations, and daily operations.

House Operations and Property Care

- Monitor the general condition and operation of Blanchard House.
- Maintain clean, safe, and orderly common areas.
- Perform basic janitorial and property-monitoring duties.
- Identify and report maintenance concerns promptly.
- Assist with obtaining necessary household supplies and maintaining supply inventory.
- Coordinate or assist with arranging maintenance needs as directed.
- Help protect Lighthouse Foundation property and ensure the home is maintained appropriately.

Documentation and Communication

- Maintain required daily or weekly activity logs.
- Complete incident reports, room inspection reports, transportation logs, written warnings, and other required documentation.
- Communicate regularly with the Director of Housing and Case Managers regarding resident needs, incidents, maintenance concerns, and house operations.
- Participate in required staff meetings and training.
- Maintain accurate and timely records related to the operation of Blanchard House.

Training and Development

The Resident Manager must successfully complete required initial training and continuing education. Training may include areas related to resident support, safety, crisis response, program policies, confidentiality, professional boundaries, and other responsibilities associated with the position.

QUALIFICATIONS:

Required:

- Must be at least 25 years of age.
- Valid driver's license and acceptable driving record.
- Successful completion of required background clearances and certifications, including:
 - PA Criminal Background Check
 - PA Child Abuse Clearance
 - Mandated Reporter training and certification
 - CPR / First Aid / AED training and certification
- Successful completion of required initial and ongoing training.

- Ability to maintain professional boundaries, confidentiality, and appropriate relationships with residents.
- Ability to respond appropriately to emergencies, conflicts, and resident concerns.
- Commitment to following Lighthouse Foundation policies, procedures, and program expectations.

RESIDENT MANAGER LIVING EXPECTATIONS:

Because the Resident Manager is a live-in employee, the Resident Manager is expected to follow the same applicable program rules and house expectations required of residents. This includes:

- No possession, use, or distribution of illegal drugs on Lighthouse Foundation property.
- No alcohol misuse on the property.
- No unauthorized overnight guests.
- Maintain appropriate professional boundaries with residents.
- Model healthy decision-making and behavior consistent with the mission of the program.
- Maintain the assigned residence and shared areas in a clean and orderly condition.

PROFESSIONAL STANDARDS

The Resident Manager is expected to:

- Treat residents, staff, and community members with dignity and respect.
- Maintain professional boundaries at all times.
- Avoid favoritism and conflicts of interest.
- Maintain confidentiality.
- Represent the Lighthouse Foundation professionally.
- Communicate concerns promptly and appropriately.
- Consistently and fairly enforce program rules.

WORK ENVIRONMENT

The Resident Manager works primarily in a Transitional Housing residential setting. The position involves regular interaction with adult residents and may involve exposure to challenging personal circumstances, conflict, emotional situations, and unexpected events.

The position may require working independently and being available during evenings, weekends, holidays, overnight periods, or other non-traditional hours depending on the assigned residence and program needs. The Resident Manager must be comfortable working in a residential environment while maintaining professional boundaries and respecting residents' privacy and dignity.

PHYSICAL REQUIREMENTS

The physical requirements of the position may include:

- Ability to move throughout the assigned residence.
- Ability to stand, walk, sit, bend, reach, and perform routine household and administrative tasks.
- Ability to occasionally lift or carry supplies or other items associated with the position.
- Ability to respond appropriately to an emergency and summon emergency assistance when necessary.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

Other Duties

This job description is intended to describe the general nature and level of work performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Other duties may be assigned as needed.

EQUAL EMPLOYMENT OPPORTUNITY

The Lighthouse Foundation is committed to providing equal employment opportunities and does not unlawfully discriminate in employment based on race, color, religion, national origin, age, disability, genetic information, or any other status protected by applicable law.

The Foundation is committed to maintaining a workplace free from unlawful discrimination, harassment, and retaliation.

Position: Resident Manager – Blanchard House
Department: Transitional Housing
Reports To: Director of Housing
Status: Full-time

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have received and reviewed this job description and understand the responsibilities and expectations of the Resident Manager position.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

*The Lighthouse Foundation is a Christian outreach organization
serving individuals and families in northern Allegheny and Butler County.*

*The mission of The Lighthouse Foundation is encouraging others to find hope in Christ
by meeting their immediate needs and empowering them toward self-sufficiency.*