**Hillcrest Platte County** – Platte Woods, MO

**Position: House Parent or House Manager**

[hillcrestplatte.org](http://hillcrestplatte.org)

Looking for experience in the mission field without traveling to another country? Hillcrest Platte County has an opportunity! We are looking for someone to serve as a House Parent or House Manager on our property. The benefit is an apartment on campus with rent and utilities paid to give an opportunity to save and pay off debt. HPC is a nonprofit serving the working homeless. Please reach out for additional details and see below for description of duties.

Contact:

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**Hillcrest Platte County**

**House Manager/House Parent Handbook**

**POSITION SUMMARY:**

House Managers/Parents, hereafter referred to as HM’s & HP’s are front line staff to interact with Hillcrest participant families. HM’s & HP’s are expected to maintain a safe environment on Hillcrest property after normal business hours, weekends and holidays. HM’s & HP’s are called upon to serve as ambassadors for Hillcrest in relationships with volunteers, neighbors and the community. Expected time commitment is 15-20 hours per week.

**COMPENSATION:**

The HM/HP position is a volunteer position that is compensated with provision of a rent-free two-bedroom apartment.

**ESSENTIAL DUTIES:**

* Serve as emergency contact for program participants after normal business hours, weekends and holidays.
* Maintain a safe environment on Hillcrest properties.
* Clean apartment upon move-out/in and return the House Cleaning checklist to the Case Manager.
* Conduct two weekly apartment checks, one scheduled and one unannounced.
* Conducts random curfew checks by physically knocking on the door unless other proof is obtained via cell phone.
* Provide move-in orientation for new program participants. Give Tour and assign chores/laundry days.
* Conducts weekly community meetings. Giving updates and plan community events on property contingent upon Covid protocols.
* Coordinates weekly chore assignments and monitors for chore completion.
* Reports concerns regarding program participant compliance and community living to Case Manager.
* Hosts and participates in workdays contingent upon Covid protocols.
* Schedules and manages participant community service projects as projects come available.
* Attends graduation ceremonies/life skills and assists with childcare, set up and clean up contingent upon Covid protocols.
* Participates in special events and fundraisers.
* Submits written report each week noting participant compliance with program guidelines over the previous week.
* Manage the participants’ 10 hours of community service within 90 days and report to the Case Manager contingent upon Covid protocols.

**RM IMPLIED DUTIES:**

* Ensures that outside doors are locked, and the office is secure after hours.
* Assists program participants in keeping sidewalks, stairs and decks clear of ice, snow, and debris.
* Ensures that trash is disposed of properly and grounds are kept free of debris.
* Serves as a positive role model for program participants.
* Change door codes as needed and notify case manager/ office manager.

**CONDUCT:**

House Managers/ House Parents are expected to follow established Hillcrest Platte County with regard to appropriate conduct. Some types of behavior which HPC considers inappropriate:

* Violating HCP’s policies against discrimination and sexual harassment
* Soliciting or accepting gratuities from applicants or program participants
* Excessive, unnecessary, or unauthorized use of HPC facilities, supplies, or equipment including the food pantry.
* Falsifying employment or other records
* Using abusive, obscene, or threatening language or gestures
* Theft or unauthorized disbursement of HPC funds
* Disregarding safety regulations
* Insubordination
* Reporting to work intoxicated or under the influence of non-prescribed drugs, or otherwise violating the Drug Free Workplace Act
* Possession of dangerous weapons or materials not necessary to performing duties while on Hillcrest property
* Failure to follow the chain of command.
* Receive monthly apartment checks.

**BENEFITS & PRIVILEGES:**

* Curfew: HM’s/HP’s are exempt from the 10:00 PM curfew rule.
* No visitors allowed on property.
* Alcohol consumption: HM’s/HP’s are exempt from rule regarding alcohol consumption on property. However, discretion is expected. RM’s are prohibited from providing any alcohol to participants. HM’s/HP’s must remember the on-call nature of their position and are prohibited from performing any HM/HP duty in an intoxicated state.
* Receiving free tickets to special events as available.
* Able to take vacation time of more than 24 hours with arrangement for proper HM/HP coverage during absence.

**PROGRAM SUPPORT:**

**EMERGENCY/ DISASTER RESPONSE**

* Familiar with Hillcrest Platte County Housing Disaster Plan.
* Maintain a real time list of participant addresses and telephone numbers and out-of-program emergency contact information.
* Conduct fire and emergency evacuation drills on a quarterly basis
* Provides disaster preparedness orientation to each new participant.
* Ensures that smoke and carbon monoxide detectors and fire extinguishers in each apartment are in working order.

**MOVE-IN**

* Meets with new program participants within 24 hours to review the Participant Handbook and provide orientation to property.
* Explains chore assignment, laundry schedule, community expectations and disaster preparedness to new participants.
* Reviews Internet Use Policy with participants and provides Internet password.

**APARTMENT CHECKS**

* Conduct two apartment checks each week. One check is scheduled and may involve participant self evaluation of apartment cleanliness, coaching, demonstrations as needed to prepare participants to adequately care for living space.
* Purchase necessary cleaning supplies if not available from other sources such as apartment sponsors or pantry items.
* Monitors fire extinguishers, smoke and carbon monoxide detectors to ensure proper working order.
* Ensure that furnace filters are changed on a monthly basis.
* Ensure mattress covers are on all box springs and mattresses weekly.
* Reports maintenance items to appropriate staff copy Program Manager on all requests.

**LIFE SKILLS**

**On property responsibilities (Per Covid protocols)**

* Ensures that snacks are set up for child care.
* Ensures that the childcare area is in order and ready for children.
* Checks to make sure the office and food pantry are locked.
* HM meets Nannies & Tutors staff at each campus, and assists with the check-in process.
* Remains on property and available to Nannies for any assistance required, assisting with childcare if necessary.
* Ensures all children are picked up by parents, concerns from Nannies are addressed with parents
* Assists with clean up and ensures the area is clean for the next business day.
* Assist Nannies with childcare if necessary.
* Share information with the HM/HP and case manager as needed.

**Life Skills Meeting responsibilities**

* Confirm transportation by bus or carpool.
* Meet participants at the office at predetermined times.
* Conduct Community Meeting prior to departure from meeting.
* Share information with the case manager as necessary.

**COMMUNITY LIVING:**

* Make frequent, daily if schedules allow, contact with each assigned program participant to check on well-being, needs, etc.
* Schedule and conduct weekly Community Meeting to address needs of the community, such as noise complaints, trash on property, visitors, and announcements. Provide opportunity and encouragement for each participant to share about “What’s going on in your life?”
* Maintain a safe environment for all. Request police backup when necessary.
* Conducts daily curfew checks and reports any violations, including unapproved visitors, to Case Managers.
* Checks unfamiliar persons on property.
* Plan, coordinate and direct monthly community service projects that allow participants to serve the Hillcrest community.
* Encourage participants to get to know their neighbors, support one another and develop a sense of belonging.
* Assign weekly and as needed chores and ensure that each participant completes assigned chores.
* Purchase Participant Needs items as necessary.
* **HAVE FUN !**

**GRADUATION**

* Attend all graduation ceremonies.
* Accompany children and parents to child care facilities and facilitate check-in process on a rotating basis with all Hillcrest Resident Managers.
* Assist staff with any setup & cleanup tasks.
* Serve as role model for participants in expressing gratitude for meals to the caterer.

**ADMINISTRATIVE SUPPORT:**

* Submits weekly written report to Case Managers and Director documenting participant compliance with program guidelines, community living, and any participant concerns.
* Notifies Case Managers of Life Skills attendance.
* Completes critical incident, drug or alcohol screening forms as needed.
* Submit approved expense reports for purchases to the Office Manager for processing by the 8th of each month.
* Submits vacation request form as appropriate with responsible party coverage during absence noted on form to Program Manager for approval.

I have read and acknowledged the terms and conditions of this agreement

Sign:                                                                  Date:

**FAQ**

**What do I do if I suspect that a participant is under the influence of**

**alcohol or drugs?**

 Ask participant to report to the office.  Request assistance from another RM or staff member and meet participant at the office. Request urine sample for drug screen and complete screen. If alcohol use is suspected, conduct alcohol swab screen. Testing supplies are located in the case management office. Complete critical incident report and notify case manager. Call police if participant behavior becomes threatening or out of control. **DO NOT** complete drug or alcohol screen without a witness or put yourself in harm’s way. Call for case management or administrative back up if necessary.

**What do I do if guests on property are creating a disturbance or violating zero tolerance items of no violence, firearms or drug or alcohol use on property?**

Ask participant to request that guest leave immediately. If that is not successful, HM/HP should make the request calmly but assertively, that guest leave property immediately. As a last resort, call 911 and remove all Hillcrest staff and program participants from area and wait for police back up. In case of firearms violations, clear area of all staff and program participants, give instruction for locking doors and staying in apartments and call 911. **DO NOT attempt to negotiate with an angry person with a firearm.**

**What do I do if a participant asks me for money?**

Even if it is for a “good reason” say,” NO, sorry,” and include incident in RM report to case management. If request is for a need that can be addressed with gift card or available resource, please use available resources.

**What do I do if a participant is ill or injured and requires emergency care?**

Assess situation. Recommend that participant call primary care doctor, if available, Platte County Health Department or Ask-A Nurse for guidance regarding minor illness or injury.

 **Call 911** in situations involving severe blood loss, unconsciousness, severe chest pain, loss of feeling in face or limbs or inability to speak, suspected drug overdose or alcohol poisoning. Notify case manager or administrative staff of situation. Complete critical incident report.

HM/HP’s should have first aid supplies available to treat minor cuts or scrapes.

**When do I complete a critical incident report?**

Any time something “unusual” occurs. It is always better to over document. File report with appropriate case manager and program manager.

**What do I do if I find alcoholic beverages in a participant apartment during apartment check when participant is not present?**

Confiscate and pour out substance in front of witness. Save evidence for case manager, file incident report and include in HM/HP report.

* **What if participant is present?**

Remind of zero tolerance policy. Confiscate and pour out substance in front of witness. Request that participant report to office. Conduct alcohol screen. File critical incident report with case manager and program manager. Include information in HM/HP report.

**How do I bring attention to needed repairs or maintenance items?**

If the repair is something simple and you can take care of the item, please do so. For more extensive repairs, email office manager to include item on maintenance log.

**What do I do if a participant’s apartment is a mess during apartment check?**

Spend some time talking with and coaching participant on areas needing work and recheck apartment for compliance. Include information in HM/HP report.

**What do I do if emergency personnel (police, fire, ambulance, etc) come to property?**Interact with the personnel to determine the reason for them to be on property. Call the CM to let them know and get their involvement as necessary.