



## JOB POSTING

**Position Title:** Residential Services Manager  
**Position Type:** Full-time salaried, exempt position with benefits  
**Reports to:** Assistant Director Women & Children's Center

### **Background**

Helping Up Mission, Inc. is a faith-based, non-denominational, Christian organization offering permanent solutions to those experiencing homelessness, poverty, and addiction. Helping Up Mission, Inc. (HUM) provides hope through programs designed to meet their individual physical, psychological, social, and spiritual needs. Compassionate and substantial residential care is given to almost 500 men and 50 women in need, without consideration of race, economic or religious status at its campus in East Baltimore. HUM provides competitive pay and benefits.

### **Job Summary**

The Residential Services Manager performs oversight of all operations related activities including Residential Services, Housekeeping, Floor Care, Laundry, and Gifts in Kind while adhering to the Core Values of the Mission.

### **Primary Duties**

#### **Program:**

- Act as a role model to program clients and help them to adjust to the program & community

#### **Operations:**

- Supervision & training of the housekeeping clients' duties and of Residential Services Interns
- Supervision, including the receiving of inventory and reporting of all clothing and toiletry needs to Philanthropy.
- Supervision of all exterior grounds keeping, trash pick-up, parking lots, and pressure washing walks as needed
- Responsible for the operation of the laundry as listed below:
  - Oversees the laundry operations
  - Coordinate workforce requirements with the program office (interns, and/or work therapy)
  - Set shift schedules and assign laundry personnel to adequately staff each shift
- Review policy and procedure manuals with new staff/intern/work therapy resident
- Provide necessary training and review operation manual for the laundry, equipment/machinery
- Submit a departmental incident report to the program office when there is a non-compliance for the work assignment

- Ensure that all applicable equipment is operated and maintained properly. Oversee preventative maintenance is completed per the operation manual
- Ensure that departmental inspections and permits are up to date
- Maintain inventories of necessary supplies for the operation of the laundry, (laundry detergent, bleach)
- Maintain inventories of bedding, towels, and blankets for the entire campus and the overnighther's clothes
- Inform Philanthropy when stock needs to be replenished
- Maintain/update all applicable MSDS documentation per the requirements of MOSHA – (Maryland Safety Data Sheet)
- Other duties as assigned

**Philanthropy:**

- Receive & document all gifts in kind donations
- Oversee the counting and record-keeping of gift in kind donations for Philanthropy reporting purposes

**Job Qualifications**

- Exhibit the Core Values of Helping Up Mission, Inc.
- Demonstrated success and effectiveness in organizational, managerial, and client-related matters
- Strong leadership ability
- Problem solving and decision-making skills
- Team oriented approach to personnel management
- Flexibility and adaptability
- Prioritization and delegation of tasks and responsibilities
- Understanding or experience in working in a recovery environment
- Passion for managing and working with people

Position offers competitive salary with an excellent benefits package. Interested candidates should email their resume and cover letter to [businessoffice@helpingup.org](mailto:businessoffice@helpingup.org) Attn: Laura Starsonck.