



## HOUSE MANAGER

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**Hours:** Part Time | Non-Exempt (24-32 hours)  
**Location:** Blount County (undisclosed location)  
**Education:** Highschool diploma or related experience  
**Supervisor:** Director of Garland Oaks  
**Team:** Administrative Team

### ABOUT GARLAND OAKS

Garland Oaks is a Christ-centered program in Tennessee dedicated to serving female survivors of sex trafficking ages 11–17. Designed as a small, family-style home, the program provides a safe, highly structured environment where each resident receives individualized attention and care.

Focused on long-term, holistic restoration, Garland Oaks addresses the emotional, psychological, spiritual, relational, and educational needs of each youth. Through trauma-informed care, personalized support, life-skills development, academic guidance, and faith-based discipleship, the program seeks to create lasting transformation. Garland Oaks is committed to helping residents rebuild their sense of identity, safety, dignity, and hope as they move toward sustained healing and a restored future.

### POSITION SUMMARY

The House Manager at Garland Oaks oversees the daily operations of the residential home, ensuring a safe, structured, and nurturing environment. This role includes managing home maintenance, coordinating repairs, overseeing cleanliness and organization, and ensuring all facilities are functional and well-maintained.

The House Manager must demonstrate initiative, taking proactive steps to address whatever needs to be done to keep the home running smoothly. They also model healthy relational boundaries, integrity, and hospitality while supporting residents as they process trauma, heal, and develop essential life skills. The ideal candidate demonstrates strong discernment, time management, and a dedicated commitment to serving others.

**Please Note:** This position carries a high workload and flexibility is needed to pick up direct care shifts as needed. Candidates must be prepared to work hard, stay committed, prioritize teamwork, and uphold the highest standards of confidentiality.

# HOUSE MANAGER

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## PRINCIPAL DUTIES

### Facility

- Serve as an ambassador of the safe home at all times, ensuring a welcoming and trauma-informed environment.
- Maintain program quality, consistency, and integrity across all areas of the home.
- Oversee organization and cleanliness throughout the facility, conducting regular walk-throughs, reporting maintenance or security issues, and performing cleaning duties as needed.
- Collaborate with staff to ensure a pleasant home life environment and achieve hospitality goals.
- Manage household supplies, including bulk items, personal care products, and medications, ensuring proper storage, inventory, and adherence to policies.
- Assess home repair needs and coordinate with the Facilities team to schedule maintenance and repairs.
- Track employees' driver's licenses and auto insurance to ensure valid, compliant coverage.
- Prepare bedrooms and supplies for incoming residents, ensuring smooth transitions.
- Maintain the Garland Oaks van, including routine preventative maintenance and scheduling repairs as needed.
- Maintain and track all physical access devices (keys, fobs, access cards), including issuing, logging, auditing, and promptly deactivating or recovering items to ensure secure and controlled entry to the residence.
- Act as the primary liaison between Garland Oaks and technology vendors.
- Provide administrative support for DCS compliance, including documentation and annual review processes.
- Maintain and regularly update the Operations and Account Manual.
- Provide onboarding and training to new staff on facility operations.
- Conduct monthly emergency drills and maintain accurate documentation of procedures.
- Support staff by ordering supplies needed for programs, projects, and activities.
- Lead efforts to create a welcoming, home-like environment through seasonal decorations and enhancements.
- Coordinate with Direct Care Supervisor to assign overnight staff tasks.
- Ensure all therapy animal certifications and related documentation are up to date.
- Run errands for Garland Oaks as required.
- Maintain timely and clear communication with staff and supervisors.
- Attend and actively participate in staff meetings, trainings and certifications.
- Assist staff, residents, and volunteers with logistical concerns, problem-solving, and day-to-day operational issues.

# HOUSE MANAGER

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## CONT. PRINCIPAL DUTIES

### Direct Care

- Ensure a safe and healing environment by maintaining a structured, nurturing environment for each resident, guiding them through pre-planned daily schedules.
- Ensure all activities are trauma-informed, survivor-centered, and developmentally appropriate.
- Provide continuous, hands-on supervision in accordance with facility policies to ensure the safety, security, and well-being of residents and staff.
- Supervise and facilitate structured and leisure activities, including fitness, chores, field trips, and individualized programs.
- Assist residents with daily routines such as bathing, personal hygiene, dressing, and other self-care tasks to maintain cleanliness and comfort.
- Ensure accurate and safe administration of medications in compliance with facility policies, thoroughly documenting each dose and monitoring residents for potential adverse reactions.
- Implement and administer behavior management programs tailored to individual needs.
- Observe residents for behavioral changes signaling potential crises and intervene according to policy; notifying leadership as needed.
- Document unusual behaviors, disciplinary actions, and physical or mental health concerns accurately and promptly to supervisors.
- Enforce and uphold safety, behavioral, and operational standards by holding self and team members accountable to established policies and procedures.
- Maintain appropriate professional boundaries, confidentiality, and ethical conduct at all times.
- Maintain, enforce, and model cleanliness, organization, and safety standards throughout the facility. Ensure all areas—including resident rooms, common areas, and workspaces—are orderly and free of hazards.
- Work collaboratively with staff to provide consistent structure, guidance, and support for residents.
- Maintain timely and effective communication with supervisors and team members regarding resident care, incidents, and program updates.

### Other

- Complete daily documentation accurately and promptly.
- Steward program funds responsibly by following financial procedures, tracking expenses accurately, and submitting receipts promptly to ensure accountability.
- Attend and contribute to staff meetings, trainings, and incident debriefs.
- Provide supervision and mentorship to volunteers and interns.

# HOUSE MANAGER

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## EDUCATION, EXPERIENCE, OTHER QUALIFICATIONS

### A. Education

- Bachelor's degree or related experience

### B. Experience

- Previous experience working with youth with emotional and behavioral challenges preferred.
- Experience working as a team.
- Proven ability to create a positive and engaging learning environment.
- Well-versed in trauma informed and responsive therapeutic interventions.

### C. Character and Skills

- Excellent observational skills.
- Strong observation, analytical, and problem-solving skills
- Clear and effective written and verbal communication
- Patient, empathetic, and creative
- Calm and professional in challenging situations
- Highly organized and able to work under pressure
- Adaptable and productive in unstructured environments with frequent interruptions
- Demonstrates ethical conduct, reliability, and flexibility
- Excellent interpersonal skills with the ability to build positive, collaborative relationships with diverse staff and volunteers
- Passionate about ending DMST and working alongside others who share that mission

### D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ.
- Growing spiritual life and commitment to honoring the Lord both within Garland Oaks and beyond.
- Full agreement with and adherence to our Statement of Faith (The Lausanne Covenant).

### E. Other

- Be capable of picking up at least 25 lbs. and climbing stairs.
- Submit all required state and federal background checks and clearance documentation.
- Once selected, successfully complete the prescribed courses of training.
- Must possess a valid Tennessee driver's license.

# HOUSE MANAGER

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## COMPLIANCE RESPONSIBILITIES

- Must have the knowledge and ability to operate a 24/7 program and be adaptable to its variable schedule.
- Comply with all applicable state and national standards for accreditation and certification, ensuring programs, documentation, and practices consistently meet regulatory and licensing requirements.
- Ensure all agency activities are conducted in full accordance with federal HIPAA regulations, safeguarding resident privacy and maintaining the confidentiality and security of all protected health information.

## OTHER DUTIES

This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.

## TO APPLY

Apply online at [streethopetn.org/careers](http://streethopetn.org/careers)