



## *Position Description*

# **House Manager**

The House Manager is a key position in the management structure of Trillium House. The House Manager is responsible for the day-to-day operation of our residential hospice support home. Key duties include recruitment, training and management of care staff and volunteers, managing resident admissions policies and process, and fulfillment of licensing regulations. Position reports to the Executive Director.

### **Responsibilities:**

1. Hires, trains, supervises, schedules, and supports Trillium House staff including volunteers and the volunteer coordinator.
2. Works closely with Hospice Providers to coordinate and deliver services to residents.
3. Works closely with Hospice Providers to ensure care provided is within our Adult Foster Care licensing regulations and that it is properly documented.
4. Determines potential resident eligibility for admission to Trillium House including maintaining resident waiting list.
5. Provides residents and prospective residents with information on services, room and board fees, resident rights, and responsibilities.
6. Develops, maintains, and monitors Trillium House resident records by policy and state regulations.
7. Assists Executive Director in preparation and tracking of annual operating budget.
8. Assists Executive Director with community engagement activities as requested.
9. Maintains routine Trillium House operations and office functions for an effective and efficient operation of the organization.
10. Oversee the planning, implementation and evaluation of Trillium House programs and services and ensure compliance with regulatory requirements.
11. Ensure programs and services offered by Trillium House contribute to the mission, are consistent with the strategic directions and reflect board priorities.
12. Keeping Trillium House in adherence to regulatory requirements, meeting and exceeding LARA expectations.
13. Ensuring compliance in storage rooms and maintaining cleanliness.
14. Acts as a liaison between Trillium House team, residents, families and hospice providers.
15. Other duties as assigned by the Executive Director.

### **Qualifications:**

1. Two years of direct patient care experience
2. Two years of experience in office management position with staff supervision responsibility preferred.
3. Ability to deal effectively with stress, interpersonal issues involving staff, residents, and family members as well as grief and loss issues.
4. Understands and willingness to work within a 24-7, on-call care environment which will require, at times, working outside of normal business hours. Excellent written and oral communication skills.
5. Ability to maintain confidentiality of employees, volunteers, residents, and families in accordance with Trillium House policies and procedures and HIPPA regulations.

6. Excellent written and oral communication skills.
7. Competence in use of standard office equipment and technology, including computers (word processing, databases, payroll and financial statements, email), and the use of phone, copy and fax machines Ability to assist and instruct others in basic use of this equipment.
8. Visual/hearing ability sufficient to comprehend written / verbal communications.
9. Ability to perform tasks involving physical activity which may include lifting, bending, and standing.
10. Working knowledge of hospice philosophy and principles.
11. Must have reliable transportation and a valid driver's license.
12. RN/LPN/College graduate preferred.

### **Physical Requirements:**

1. Requires the ability to perform proper body mechanics.
2. Requires occasional climbing and crawling, occasional sitting, frequent balancing, bending, and stooping and continuous reading, standing and walking.
3. Requires lifting and / or pushing, pulling, or carrying of objects weighing more than 50 pounds occasionally, frequently of objects weighing 10-20 pounds, and continuously of objects weighing 1-10 pounds.
4. Manual dexterity and mobility.
5. Sensory perceptions – able to hear speech and sounds, able to be at near vision acuity level, able to detect odors and able to speak fluent English.

Updated September 9, 2025