

**Job Title:** House Manager (HM)

**Department:** Residential Services

**Reports To:** Residential Program Manager (RPM)

**Directly Supervises:**

- Assistant House Manager
- Direct Support Professionals (DSPs)

**FLSA Status:** Non-Exempt (Hourly)

**Work Schedule:**

- Full-time, 40 hours per week; includes three (3) direct care days (24 hours) and two (2) office-based days (16 hours)
- Evenings, weekends, and holidays as required

**Location:** Assigned ISL home, Abilities LLC office, and community settings

**On-Call Requirement:** Yes – participates in ISL Management On-Call per agency policy

### Position Summary

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The House Manager (HM) is a front-line leader and role model responsible for the daily operation, safety, regulatory compliance, and stability of an assigned Individual Supported Living (ISL) home. House Managers provide direct care three days per week and complete office-based work two days per week focused on documentation quality, compliance, leadership development, and Licensure & Certification (L&C) readiness.

House Managers are expected to model professional behavior, policy compliance, and positive support practices at all times. What a House Manager demonstrates, allows, or ignores becomes the standard for the home.

The House Manager ensures individuals receive safe, person-centered support in compliance with their Person-Centered Service Plans (PCSPs), Home and Community-Based Services (HCBS) requirements, and Abilities, LLC policies, while maintaining continuous L&C readiness.

### Position Purpose

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The House Manager role exists to ensure that each ISL home operates safely, consistently, and in compliance with all regulatory requirements while providing high-quality, person-centered care. The House Manager leads the home's staff team, maintains systems, and ensures that the individuals supported live with dignity, respect, and meaningful engagement. This role bridges direct care delivery with operational leadership, ensuring that what happens in the home meets agency, state, and federal standards every day.

## Requirements & Qualifications

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### Minimum Qualifications

To be hired and remain employed as a House Manager, an individual must:

- Be at least 18 years of age
- Have a high school diploma or GED
- Have a minimum of 2 years of experience supporting individuals with developmental disabilities; supervisory experience preferred
- Have a valid driver's license
- Be able to pass required background check
- Completion of required trainings, including MANDT, Tools of Choice, Level I Med Aide, and other agency-required certifications
- Be able to read, write, and communicate clearly in English
- Be willing and able to complete all required training and maintain required certifications

### Physical Requirements

House Managers must be able to:

- Team lift up to 100 pounds
- Kneel, stoop, crouch, bend, and squat
- Assist a fallen person from the floor with team support
- Sit or stand for extended periods
- Walk, climb stairs, and move throughout homes and community settings
- Drive agency vehicles
- Perform physical interventions and de-escalation techniques as trained through MANDT, when required

### Technology & Computer Requirements

- Use a computer or tablet independently
- Send and receive work emails
- Type clearly and accurately enough to complete documentation and reports
- Log into and use required systems (e.g., SetWorks, BambooHR, WhenToWork, Monday.com)
- Use an internet browser for work and training
- Navigate and complete tasks in Monday.com

These requirements are conditions of employment and apply to all House Managers.

### Leadership Expectations

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House Managers are leaders in their homes and within the organization. They are expected to:

- Model professionalism, ethical conduct, and policy compliance at all times
- Follow all employee expectations without exception
- Maintain calm, respectful leadership during stress or crisis
- Use positive, supportive approaches when addressing behavior — both with the individuals served and with employees; the same positive behavior support principles that guide how we treat individuals must also guide how we treat one another
- Address performance and standards issues directly and promptly
- Escalate concerns appropriately rather than attempting to resolve issues outside their scope

Failure to model expected behavior is treated as a leadership performance issue.

### **Role Authority & Scope**

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The House Manager is authorized to:

- Supervise DSPs and the Assistant House Manager
- Direct daily routines, staffing execution, and household operations
- Implement PCSPs, BSPs, medication orders, and nursing guidance as written
- Coach DSPs and AHMs using approved positive support methods
- Conduct and document required emergency drills
- Escalate risks and concerns according to agency procedures
- Spend grocery funds, household funds, and purchase items for the home within established/authorized budgets without prior approval
- Assist individuals with personal spending when the individual needs support, ensuring purchases reflect the individual's own choices and preferences
- Submit work orders for home and vehicle maintenance needs
- Plan and take individuals on community outings that are local or within one hour of Warrensburg without prior authorization
- Review, correct, and coach staff on documentation quality
- Implement approved schedules and coordinate call-off coverage within policy
- Delegate tasks to the AHM, Lead DSP, and DSPs while retaining accountability for completion
- Schedule and coordinate medical appointments and track healthcare compliance for individuals in the home
- Recognize employees through WorkTango and address morale concerns within the home
- Track and manage each individual's monthly mileage usage
- Train and onboard new DSPs using agency-defined systems and checklists
- Manage household food, supply, and inventory systems for the home

The House Manager does not:

- Modify PCSPs, BSPs, physician orders, or rights restrictions
- Make final scheduling, budget, or staffing system decisions
- Discipline beyond coaching and documentation
- Bypass required communication or escalation pathways
- Interpret agency policy on behalf of Abilities, LLC or invent explanations, exceptions, or house rules
- Spend an individual's money in the individual's absence or decide for them what to buy
- Spend beyond an individual's established or authorized grocery/household budgets
- Plan trips further than one hour from Warrensburg without first discussing with the RPM
- Make clinical or medical decisions; medical concerns must be escalated to Nursing or the RPM
- Increase, adjust, or approve overages to an individual's authorized monthly mileage allotment
- Delegate tasks that require House Manager-level judgment or authority without retaining oversight

When staff ask policy questions, House Managers should refer to written policy when available and escalate questions to the RPM, Behavior Services, Nursing, HR, or leadership as appropriate.

### **Escalation Pathway**

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House Managers are responsible for addressing routine operational issues within the home and escalating concerns beyond their authority. Issues that cannot be resolved at the house level must be escalated to the Residential Program Manager.

#### **HM → Residential Program Manager (RPM) → Director of Residential Operations**

Serious concerns involving health, safety, compliance, staffing integrity, or repeated performance issues must be escalated immediately. House Managers are expected to document escalations and follow up as directed.

#### **Open-Door Communication**

If a concern involves ethics, rights, retaliation, misconduct, or if the House Manager is uncomfortable using the standard pathway, the House Manager may contact Human Resources or leadership directly.

### **Core Responsibilities**

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#### **1. Direct Care & Person-Centered Support**

House Managers provide direct support to individuals three days per week (24 hours). This includes:

- Providing hands-on assistance with daily living skills, personal care, and community access
- Modeling respectful, trauma-informed, and person-centered interactions for all staff to observe and follow
- Supporting individual choice, dignity, privacy, and independence
- Actively engaging with individuals throughout direct care shifts
- Documenting support and progress accurately and timely

House Managers lead by example. The quality of care they provide sets the standard for the entire home.

## **2. ISL Environment & Licensure/Certification Readiness**

House Managers ensure the home is audit-ready every day. This includes:

- Maintaining a clean, safe, and organized environment
- Ensuring no PHI is posted in common areas
- Ensuring individuals' rights are respected, including food access, privacy, and communication
- Ensuring functional safety equipment and posted emergency plans
- Ensuring adaptive equipment is present, clean, functional, and staff are trained on its use

House Managers must be able to walk an auditor through the home confidently. L&C readiness is a daily accountability, not a periodic event.

## **3. Staff Supervision, Coaching & Skill Development**

House Managers are responsible for the ongoing development and performance of their staff team. This includes:

- Supervising DSPs and the Assistant House Manager
- Coaching staff using positive, supportive approaches; the same positive behavior support principles used with individuals must also guide how House Managers interact with, coach, and correct their employees
- Reinforcing correct implementation of PCSPs and BSPs
- Identifying skill gaps and escalating training needs to the RPM
- Ensuring staff can explain basic safety, medication, and emergency procedures
- Training and onboarding new DSPs using agency training checklists, company policies, and established documentation, medication, and communication systems (shared responsibility with the AHM)
- Ensuring new DSPs review and understand PCSPs, BSPs, and house-specific routines and demonstrate competency before working independently
- Documenting completion of required training tasks and communicating training gaps to the RPM

Supervision is not optional. Allowing staff to underperform without intervention is a leadership failure and will be treated as a performance issue. At the same time, how a House Manager addresses performance matters. Correction should be delivered with respect, clarity, and a focus on growth — not through intimidation, public embarrassment, or punitive approaches. Leading with empathy and positive support produces better outcomes for both employees and the individuals they serve.

#### **4. Medication Administration & Oversight**

House Managers are responsible for the overall medication safety of the home. This includes:

- Ensuring only authorized, Level I Med Aide–trained staff administer medications
- Ensuring correct storage, labeling, and organization of all medications
- Reinforcing the Triple Check process
- Monitoring real-time eMAR documentation
- Ensuring medication errors and refusals are escalated and documented per policy
- Coordinating with Nursing and RPM as required

Medication safety is a critical accountability that directly affects the health and safety of individuals supported.

#### **5. Documentation & Records Management**

House Managers are responsible for the documentation quality and records management of the home. This includes:

- Ensuring accurate, timely completion of all required documentation
- Maintaining organized binders and electronic records
- Ensuring PCSPs, BSPs, rights documents, and emergency information are accessible and current
- Reviewing DSP documentation for accuracy and completeness
- Addressing documentation deficiencies through coaching and retraining
- Using approved communication platforms only; documenting operational concerns in the ISL Management Google Chat, and using private email when the issue involves sensitive or confidential topics
- Providing clear, complete shift-to-shift communication and following Communication Policy requirements

Documentation quality is a compliance requirement and a focus of office-based work days.

#### **6. Emergency Drills & Preparedness**

House Managers are responsible for the emergency preparedness of the home. This includes:

- Conducting and documenting all required emergency drills on schedule

- Using drills as staff teaching opportunities
- Ensuring staff understand where to go and what to do in each type of emergency
- Respecting medically fragile exemptions when documented

Emergency preparedness is a safety and L&C requirement.

### **7. Scheduling Execution & On-Call Support**

House Managers support scheduling and on-call operations. This includes:

- Implementing approved schedules as published
- Coordinating call-off coverage within policy
- Participating in ISL Management On-Call per the On-Call Policy
- Supporting Administrator On-Call during emergencies

On-call responsibilities and expectations are defined in the Abilities, LLC On-Call Policy.

### **8. House Manager Hybrid Work Model**

House Managers work a hybrid schedule of three (3) direct care days per week (24 hours) and two (2) office-based days per week (16 hours), for a total of 40 hours per week.

Office days focus on:

- Documentation quality review and correction
- Compliance and L&C readiness preparation
- Medication and drill follow-through and tracking
- Monday.com task completion and operational follow-up
- Learning RPM-level processes without authority transfer
- Collaboration with other House Managers and leadership
- Leadership development activities as assigned

The hybrid work model is being implemented in phases:

- Cypress and Knob ISLs effective March 1, 2026
- Foxridge and Southside ISLs effective April 1, 2026
- Southwest and Bedford ISLs effective May 1, 2026.

### **9. Positive Behavior Support Expectations**

House Managers are expected to actively use and model positive behavior support skills learned through the MANDT System, Tools of Choice, and training, coaching, and guidance from the Behavior Services Department.

In practice, this means:

- Responding to behavior with support, skill-building, and de-escalation, not punishment
- Coaching DSPs and AHMs to use approved strategies consistently

- Following Behavior Support Plans (BSPs) exactly as written
- Recognizing when a situation is escalating beyond routine support and asking for help early
- Documenting concerns, patterns, and responses clearly

House Managers do not create new behavior rules, consequences, or restrictions, implement strategies not approved in the BSP or PCSP, or present personal opinions as behavior policy or as what the agency says. Behavior decisions and interpretations belong to Behavior Services, RPMs, and leadership.

Positive behavior support is not limited to the individuals we serve. Abilities, LLC expects House Managers and all leadership to apply the same principles of respect, de-escalation, patience, and skill-building to their interactions with employees. How a House Manager responds to an employee's mistake, frustration, or conflict should reflect the same values we use when supporting the individuals in our care. Yelling, shaming, intimidation, or punitive responses toward employees are not acceptable leadership practices.

### **10. Delegating Tasks**

House Managers are responsible for ensuring all required tasks in the home are completed. Part of effective leadership is knowing how and when to delegate tasks to the Assistant House Manager (AHM), Lead DSP, or other DSPs on shift. Delegation is a leadership skill, not a way to avoid work. When a House Manager delegates a task, they remain fully accountable for ensuring that task is completed correctly and on time.

#### **Effective delegation includes:**

- Clearly communicating what needs to be done, how it should be done, and by when
- Assigning tasks to staff who are trained and capable of completing them
- Following up to verify the task was completed correctly and providing feedback
- Using delegation as a development opportunity for AHMs and Lead DSPs to build their skills
- Remaining available to answer questions and provide support while the task is being completed

#### **When delegating, House Managers must not:**

- Assign a task and assume it will get done without following up
- Delegate tasks they have not clearly explained or that the staff member has not been trained to do
- Use delegation to offload their own responsibilities while disengaging from the work of the home
- Blame the staff member if a task fails when the House Manager did not provide clear direction, adequate training, or follow-up
- Delegate tasks that require House Manager-level judgment or authority, such as medication oversight decisions or escalation calls

Delegating a task transfers the action, not the accountability. If a delegated task is not completed or is completed incorrectly, the House Manager is responsible for addressing it and ensuring it is corrected. Leadership means owning the outcome regardless of who performed the task.

### **11. Medical Care Coordination & Oversight**

House Managers are responsible for the overall medical care coordination of every individual living in their assigned home. This includes ensuring all healthcare needs are identified, scheduled, completed, and documented in compliance with DMH/DDD requirements and Abilities, LLC policy.

This includes:

- Ensuring all individuals receive required annual medical appointments, including but not limited to: annual physical exams, dental checks (at least annually), vision exams (at least annually), and any other screenings or assessments required by DMH
- Maintaining current immunization records for each individual
- Tracking and following through on all physician recommendations, specialist referrals, follow-up appointments, and lab work ordered by any provider
- Ensuring medical appointments are scheduled proactively and not allowed to lapse past due dates
- Communicating medical updates, changes in health status, and provider instructions to the RPM, Nursing, and direct care staff promptly and accurately
- Ensuring DSPs are informed of and follow all current medical orders, dietary requirements, and health-related protocols for each individual
- Maintaining organized, accessible, and up-to-date medical records and health documentation in the home
- Coordinating with Nursing for medication changes, new diagnoses, or health concerns that require clinical guidance

Medical care is not optional or something that can be addressed only when it becomes urgent. House Managers are expected to maintain a proactive system for tracking medical due dates and ensuring nothing falls through the cracks. Failure to keep individuals current on required medical care is a serious compliance and safety issue and will be treated as a performance concern.

### **12. Employee Recognition & Morale**

House Managers and all managers/administrators are expected to understand and actively support that employee morale is important. How employees feel about working here is just as important as how they perform their jobs correctly. A positive, supportive work environment directly impacts staff retention, quality of care, and organizational culture.

This includes:

- Actively engaging in the agency's recognition platform, WorkTango
- Posting recognition at least four (4) times per month for all roles that supervise other employees
- Ensuring recognition posts are genuine and specifically tell the employee what they did well and why they are being recognized; generic or vague recognition does not meet this expectation
- Creating a positive, encouraging atmosphere where employees feel valued and supported
- Addressing morale concerns proactively and communicating staff feedback to the RPM and/or Director of Culture & Experience (DCE) as appropriate; morale and cultural concerns should be directed to the DCE

### **13. Work Orders & Facility/Vehicle Maintenance**

House Managers are responsible for maintaining the physical condition of their assigned ISL home and ISL-assigned vehicles. This includes:

- Submitting work orders when the home or ISL-assigned vehicles need repairs, maintenance, or other attention
- Submitting work orders as soon as reasonably possible after becoming aware of the issue; delays can lead to safety hazards, more costly repairs, and regulatory concerns
- Following and encouraging compliance with directions from the Maintenance Department regarding the proper care and use of agency property and equipment (e.g., not overfilling washing machines, cleaning out vacuums after use)
- Ensuring DSPs in the home are aware of and following Maintenance Department care instructions for equipment and property

### **14. ISL Budget & Financial Management**

House Managers are responsible for managing their ISL's budget and the financial resources entrusted to the home on behalf of the individuals served. This includes:

- Managing individuals' grocery and household funds in accordance with agency policy and allocated budgets
- Properly managing and accounting for EBT benefits assigned to individuals in the home
- Assisting with personal spending for individuals who need support, ensuring purchases reflect the individual's choices and preferences
- Maintaining accurate receipts and financial documentation for all expenditures
- Reporting financial discrepancies or concerns to the RPM immediately
- Ensuring funds are used appropriately and never for unauthorized purposes

### **Mileage Management**

Each individual is authorized a specific number of miles per month, which varies from person to person. It is the individual's right to use their mileage as they choose; however, necessary appointments such as medical visits should always take priority. House Managers are responsible for:

- Tracking each individual's monthly mileage usage and remaining balance
- Encouraging individuals to "budget" their mileage throughout the month so they can go everywhere they need and want to go
- Helping individuals understand how their choices earlier in the month may affect what is available later (e.g., explaining that a longer trip now may mean fewer outings at the end of the month)
- Respecting the individual's right to make their own decisions about how to use their mileage, even if the House Manager would recommend a different approach
- Stopping all non-essential outings once an individual's authorized mileage has been exhausted for the month; mileage resets on the first of each month

If a House Manager believes an individual's mileage allotment is insufficient for their needs, they should communicate this concern to the RPM.

### **15. Community Inclusion & Engagement**

Inclusiveness is important. House Managers are responsible for ensuring that the individuals they support spend meaningful time in their communities doing things they enjoy, in settings that are not exclusively for people with developmental disabilities. Community participation is a core component of person-centered support and Home and Community-Based Services (HCBS) compliance. This includes:

- Ensuring every individual has the opportunity to leave their home for community outings at least every other day (3–4 times per week minimum)
- Planning outings based on individual interests and hobbies such as fishing, going to parks, playing outside, shopping, going to movies, joining local groups, clubs, or sports, and other activities the individual enjoys
- Understanding that community outings do not include trips to doctor's offices, pharmacies, banks, or grocery shopping; these are necessary errands, not community engagement
- Choosing inclusive community settings where individuals participate alongside people without disabilities, rather than settings designed exclusively for people with developmental disabilities
- Planning local activities or activities within an hour of Warrensburg without prior authorization
- Discussing trips further than one hour from Warrensburg with the RPM in advance for proper planning and to address any logistical or individual support needs

Community inclusion is not optional and should not be treated as a reward or something that only happens when it is convenient. Individuals have the right to participate in their

communities, and House Managers are expected to build community engagement into the regular rhythm of the home.

### **16. Household Systems: Food, Supplies & Inventory**

House Managers are responsible for ensuring the home has functional household systems for food, supplies, and inventory. While the AHM shares responsibility for day-to-day execution, the House Manager owns the overall system and ensures it runs consistently. This includes:

- Ensuring menus are planned in accordance with individual preferences, special or modified diets, physician orders, and PCSP requirements
- Ensuring grocery shopping is completed and aligned to the approved menu
- Ensuring the home is stocked at all times with paper products, cleaning supplies, laundry supplies, hygiene products, and essential household items
- Monitoring inventory proactively and preventing shortages or last-minute supply issues

### **17. Monday.com System Use**

House Managers are issued a Monday.com account and are required to use it as an official agency system for operational follow-through. Monday.com is used for maintenance requests, task assignments and completion tracking, data collection related to home operations and compliance, and tracking follow-up items, corrective actions, and recurring issues. This includes:

- Submitting all maintenance and repair needs through Monday.com → Maintenance → Work Orders board
- Completing assigned tasks and updating status accurately and timely
- Entering required data points as directed by RPMs, QA, or leadership
- Reviewing assigned items regularly and ensuring follow-through

Tasks, maintenance needs, or follow-up items may not be managed solely through text messages, side chats, or verbal requests. Failure to use Monday.com undermines accountability and compliance and will be addressed.

### **Our Values & Ethical Expectations**

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Abilities, LLC values Integrity, Community, and Empathy. As a House Manager, ethical conduct, professional leadership, and consistent role modeling are essential to maintaining a safe, compliant, and person-centered home. House Managers are expected to demonstrate these values in all interactions with individuals, staff, families, and supervisors. Our values apply equally to how we treat the individuals we serve and how we treat the employees who serve them.

- **Integrity:** House Managers are expected to be honest and transparent in all documentation and communication, follow all policies and service plans as written,

report concerns and errors immediately, hold themselves and their staff to the same standards, and never falsify records, conceal problems, or allow violations to go unaddressed.

- **Community:** House Managers are expected to lead collaboratively with the AHM, DSP team, RPM, and other departments. This includes supporting the development of their staff, communicating clearly across shifts and departments, contributing to a positive team culture, and participating fully in agency leadership expectations including office-based collaboration. Concerns related to workplace morale, team culture, or employee experience should be directed to the Director of Culture & Experience (DCE).
- **Empathy:** House Managers are expected to model person-centered care and positive support in all interactions — with the individuals they serve and with the employees they lead. This means treating individuals and staff alike with dignity, patience, and genuine respect, responding to behavior with understanding, recognizing each person’s emotional needs, and leading their team to do the same. The same positive behavior support principles that guide how we treat the individuals we serve must also guide how we treat one another. Empathy is not optional for leaders.

House Managers are expected to always uphold these ethical and values-based expectations. Failure to do so may result in corrective action, up to and including termination.

### **Acknowledgment & Signature**

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By signing below, I acknowledge that I have received, read, and understand this job description. I understand that the expectations outlined are a condition of my employment.

This job description is not intended to be an all-encompassing list of every duty, task, or expectation associated with this role. It outlines the primary responsibilities and standards as of the date of issuance. When regulatory or agency changes occur, employees in this role are expected to adapt quickly and follow all new guidance, directives, and procedures communicated by Abilities, LLC leadership, even if those changes have not yet been formally incorporated into this job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_